



Position: Network Technician

Department: Technology Services

Employment type: Part-time, 20 hours or less

Overview: As a member of the Infrastructure group in the Technology Services department at PVCC, you will support the networking infrastructure of the college, aiding faculty, staff, and students. This role is aligned with the National Association of Colleges and Employers (NACE) competencies, providing valuable experience in technology, problem-solving, and communication.

Work Schedule:

Job Duties and Required Competencies:

Career and Self-Development:

- **Skills:** Proactively develop technical and professional skills through learning and feedback.
- **Tasks:**
 - Seek and embrace development opportunities.
 - Voluntarily participate in further education, training, or other career-supportive events.
 - Display curiosity and a willingness to learn about networking technologies and procedures.

Communication:

- **Skills:** Clearly and effectively exchange information, ensuring understanding and appropriate responses.
- **Tasks:**

- Communicate in a clear and organized manner with team members and users.
- Ask relevant questions to gather specific information from supervisors and specialists.
- Promptly inform relevant stakeholders when guidance is needed with assigned tasks.

Critical Thinking:

- **Skills:** Analyze and address issues based on a logical understanding of the situation and available data.
- **Tasks:**
 - Troubleshoot and resolve networking issues effectively.
 - Multi-task in a fast-paced environment while managing multiple priorities.
 - Gather and analyze information from various sources to fully understand and solve problems.

Equity and Inclusion:

- **Skills:** Engage inclusively with diverse perspectives and contribute to equitable practices.
- **Tasks:**
 - Keep an open mind to diverse ideas and new ways of thinking.
 - Demonstrate flexibility in adapting to diverse environments.
 - Solicit and incorporate feedback from multiple cultural perspectives to make inclusive decisions.

Leadership:

- **Skills:** Recognize and leverage strengths to support organizational goals and motivate others.
- **Tasks:**
 - Seek and utilize diverse resources and feedback to guide actions.
 - Inspire and motivate self and team members under a shared vision.
 - Plan, initiate, manage, and evaluate projects effectively.

Professionalism:

- **Skills:** Exhibit effective work habits and a strong commitment to job responsibilities.
- **Tasks:**
 - Be present, prepared, and punctual for work.
 - Demonstrate dependability by consistently reporting for work or meetings.
 - Show dedication to high-quality performance and job responsibilities.

Teamwork:

- **Skills:** Build collaborative relationships and contribute to achieving common goals.
- **Tasks:**
 - Listen carefully and ask clarifying questions to ensure understanding.
 - Adhere to service-level agreements (SLAs) for assigned tickets.
 - Collaborate with team members to resolve issues and meet common objectives.

Technology:

- **Skills:** Utilize technology effectively to improve efficiency and solve technical problems.
- **Tasks:**
 - Install and relocate network drops as needed.
 - Install, troubleshoot, and replace networking equipment such as switches, wireless access points, and uninterruptible power supplies.
 - Quickly adapt to and learn new technologies and procedures.

Additional Responsibilities:

- Assist in tracking and organizing the Infrastructure team's inventory.
- Contribute to the development of documentation for technical standards, projects, policies, and procedures.

Required Qualifications:

- Strong attention to detail and problem-solving skills.
- Effective written and verbal communication abilities.
- Willingness to learn and adapt to new technologies.

Additional Considerations:

- Experience with networking equipment and infrastructure.
- Familiarity with technical documentation and service-level agreements (SLAs).

By fulfilling these responsibilities, you will contribute to the smooth operation and support of the college's networking infrastructure, enhancing the overall technological environment for faculty, staff, and students.

For more information, please contact the Federal Work Study (FWS) Program Coordinator at federalworkstudy@pvcc.edu