RHODE ISLAND TURNPIKE AND BRIDGE AUTHORITY
Job Description

Job Title: Network Technician

Summary
This position installs, modifies and manages the computer hardware and software systems. Provide technical assistance, training, and guidance to systems users. Sets up and maintains user profiles and ensures security of network files. Supports and coordinates the Authority's vendors and consultants.

Essential Duties and Responsibilities
(Any one position may not include all of the duties listed, nor do the listed examples include all tasks, which may be found in positions of this class.)

- Monitor server hardware, all routers, switches, and network antivirus software
- Develop and maintain the network assets and assigns addresses to new computers and peripherals
- Support Authority's email system and asset management software
- Set up and maintain all user profiles and ensure security of network files. Create, change, and delete user accounts per authorized request; ensure information is available only to those authorized to have access
- Provide help desk support; analyze and solve system problems; request and direct support as needed
- Repair and recover from hardware or software failures; hardware upgrades, and resource optimization; make recommendations for new hardware and software purchases and work with various vendors for procurement; maintain and keep current an inventory of all hardware and software resources
- Load and install network operating systems and applications
- Install, upgrade, and configure network printing, directory structures, rights, security, and software on file servers
- Website support
- Provide the highest level of customer service and professionalism to all internal and external customers
- Flexible schedule possibly including nights and weekends

Required Knowledge and Skills

- Bachelor's Degree with a minimum of five years' experience
- Strong verbal and written communication skills with the ability to explain highly technical concepts to a non-technical audience; capable of writing basic documentation
- Must possess a high ethical and moral character as privileged access to confidential data will be an essential component of the job function
- Must have excellent troubleshooting skills
- Must be able to organize and prioritize work, be proactive, work independently, be self-directed and self-motivated
- Excellent problem-solving skills understanding the importance of timely resolution and follow-through
- Knowledge of networking hardware, including routers and switches
- Working knowledge of Windows operating systems
- Working knowledge of security products to include antivirus software, RSA authentication, firewalls, and web filters
- General knowledge of data center management, including power and cooling requirements
- General knowledge of computer repairs
- Ability to lift and move computer equipment weighing 40 lbs.
- Ability to provide excellent customer service

APPLICATION PROCEDURE

- Interested persons are to submit a letter of intent, resume and three references to Marianne Durgin, Executive Assistant to the Director at mdurgin@ritba.org

- If submitting application materials in paper form, please send to:

  RITBA
  P.O. Box 437
  Jamestown, RI 02835-0437
  Attn: Marianne Durgin

- Please present all qualifications and salary requirements in your letter of intent

- Closing Date: Open Until Filled

- For questions please call: 401-423-0800

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