

IT Technician II

An IT Technician II is a professional responsible for the maintenance, configuration, and reliable operation of computer networks within an organization. Their role involves overseeing the network infrastructure, ensuring its security, efficiency, and optimal performance. Here is a typical job description for an IT Technician II:

Job Title: IT Technician II

Job Summary: As an IT Technician II, you will be responsible for managing and maintaining our organization's computer networks. You will oversee the installation, configuration, and troubleshooting of network equipment and systems, ensuring the efficient and secure operation of our network infrastructure. Your expertise will be crucial in implementing and maintaining network security measures and monitoring network performance to identify and resolve issues in a timely manner. Collaboration with other IT team members and departments will be essential to support the organization's technological needs.

Responsibilities:

1. Install, configure, and maintain network hardware and software components, including routers, switches, firewalls, and wireless access points.
2. Monitor network performance and identify potential issues, proactively taking corrective actions to ensure optimal network operation.
3. Implement and maintain network security measures, including firewalls, intrusion detection systems, and virtual private networks (VPNs).
4. Troubleshoot network problems and provide timely resolution to minimize downtime and ensure uninterrupted network services.
5. Manage user accounts, permissions, and access rights to network resources.
6. Collaborate with IT team members and vendors to plan and implement network upgrades, expansions, and migrations.
7. Conduct regular network assessments and audits to identify vulnerabilities and recommend security enhancements.
8. Ensure compliance with organizational policies, industry standards, and regulatory requirements related to network operations and security.
9. Document network configurations, procedures, and troubleshooting steps for future reference and knowledge sharing.
10. Stay up to date with emerging network technologies and industry trends, recommending and implementing improvements to enhance network performance and security.

Requirements:

1. Bachelor's degree in computer science, information technology, or a related field (or equivalent work experience).
2. Proven experience as an IT Technician II or in a similar role.
3. In-depth knowledge of network protocols, topologies, and architectures (e.g., TCP/IP, LAN/WAN, VPN).
4. Familiarity with network security concepts and technologies, such as firewalls, intrusion detection systems, and access control.
5. Proficiency in configuring and troubleshooting network equipment (routers, switches, firewalls, etc.).
6. Strong analytical and problem-solving skills to identify and resolve network issues.
7. Excellent communication and collaboration abilities to work effectively with IT teams and end-users.
8. Industry certifications such as Cisco Certified Network Associate (CCNA) or Certified Information Systems Security Professional (CISSP) are a plus.
9. Ability to work in a fast-paced environment, manage multiple priorities, and meet deadlines.

This job description serves as a general outline of the typical responsibilities and requirements for a IT Technician II. However, specific job roles may vary depending on the organization, industry, and the complexity of the network infrastructure.