



Example of Information Technology Technician Job Description

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Our growing company is hiring for an information technology technician. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for information technology technician

- Works with Network/Infrastructure team and Project Management to obtain status and ensure the regional voice & data network, server, storage and end-user environments are effectively maintained and supported (this is key for remote mining site locations)
- Provides support to maintain regional or site IT facilities, including working with service providers to ensure that the environment is stable and highly available
- Provides appropriate identification, escalation, and communication for regional or site issues for which they are responsible in service delivery performance
- Ensures that all regional or site IT issues for which they are responsible are tracked, takes actions towards resolution and drives issues to closure
- Supports oversight for those service providers that are involved in carrying out associated end-user support and associated proactive and preventative maintenance of regional or site IT facilities or other service delivery, as applicable
- May participate in the review, validation, accuracy and payment of IT service agreements and contracts as applicable
- Tracks end-user IT issues, coordinates resolution and ensures issues are closed
- Accurately tracks and maintains, on a timely basis, regional or site facilities

- Works with the regional Infrastructure/Network team to understand the voice, data network, server, application, storage and Active Directory environments and regional IT facilities as it relates to their support function
- Collaborates with regional teams to define processes and is responsible for regional or site implementation and compliance for processes related to IT facilities or service delivery, as applicable

Qualifications for information technology technician

- HP Hardware (Servers and Switches)
- Working knowledge of any one of the following is an asset
- 5+ years of experience in a senior network administrator support role
- Participates in regional or site IT Service delivery meetings and drives for continued improvement
- Provides timely follow-through with customers and IT peers on IT service requests and tasks for those areas they are responsible
- Participation in various IT projects as needed