Our growing company is hiring for an information technology technician. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for information technology technician

- Responds to Help Desk tickets in a timely and efficient manner, resolving or escalating the problem as required
- Handles programming, implementation and configuration of network equipment
- Programs new data connections/ports as necessary
- Handles installation of UPSs for support of the communications infrastructure
- Analyzes network traffic problems, including tracing network traffic through the University network
- Monitors the data network for reliability and efficiency
- Works closely with the Data Networking Team to assist in the management of the wired and wireless networks
- Required, in the course of data equipment implementation, to install and test infrastructure cable
- Maintain a complete record of all NMCI and non-NMCI IT assets (computers, printers, scanners, copiers, projectors,), on behalf of the MUTC On-site Representative/Lead Instructor (Property Control Program Manager)
- Conduct initial troubleshooting of all IT-related problems, and make recommendations to the MUTC Site Administrator and contractor Program Manager for problem corrections

Qualifications for information technology technician

relationship management

- Has 3+ years of experience and detailed knowledge of facilities and related disciplines as applicable to the region, data center, communication rooms, video conferencing, access control, copy/print, HVAC/UPS, cabling, microwave, and related services
- Experience working with radio communication devices and large scale WiFi networks
- Skilled at issue resolution
- Has a deep understanding of service level agreements and metrics
- Ability to communicate effectively, both orally and in writing, with subordinates, colleagues, clients and customers at all levels