



Example of Network Support Job Description

Powered by www.VelvetJobs.com

Our company is looking for a network support. 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 network support

- Generally assigned to critical projects and complex problems
- Responsible for wide range of network, hardware and operating system knowledge and must ramp up on new equipment sets with little or no downtime
- Troubleshoot, analyze, prioritize and resolve and/or facilitate resolutions for all problems dealing with all networked environments
- Fully utilize the internal databases available such as defect tracking, source control, call tracking, patch delivery and internal workload tracking
- Fully utilize external databases, provided by vendors, to diagnosis and resolve complex networking problems registering the appropriate defects with these vendors
- Act as a resource, consultant, and support to NIS, NDC, NS, ASP, Product Marketing, and R&D
- Organize technical information
- Train fellow Technical Support associates on product releases, updates, or changes in industry technology
- Take on special projects as assigned or suggested by self and approved by management
- Provide technical and consulting leadership by using expert level knowledge of networks, system, programming and data processing technology

Qualifications for network support

- Strong knowledge of network monitoring tools
- Deploys, configures, and maintains the health of the FTI systems infrastructure
- Performs datacenter facilities management tasks including access control, climate control, power and communications management and monitoring
- Responsible for comprehensive NOC operations including monitoring, alerting, troubleshooting and resolution of issues and escalating to the appropriate technical resources to resolve issues
- Analyzes and maintains performance data to ensure optimal usage of the resources available