



INTERNAL VACANCY ANNOUNCEMENT

GATEWAY COMMUNITY SERVICE BOARD

Position: IT/Network Technician

Program: Management of Information Systems (MIS)

Location: Waycross, GA

Position Type: Full Time / Hourly

Pay: \$40,000 to \$50,000

This position will be based out of Waycross and is responsible for the Unison service area so some travel is required. This position is responsible for; Installs, configures, and supports a local area network, wide area network, internet system, computers, desktops, servers and/or mobile devices. Performs necessary maintenance to support network availability. This is the mid-level of the System Administration job series. Incumbents in this job may require additional training or experience to gain full proficiency in some or all of the job responsibilities. Assists in the scheduling of the installation and testing of new products and improvements. Tests or coordinates testing of new installations or upgrades. Provides operational and user assistance to address software and hardware problems. Receives additional training, as required, to gain full proficiency and experience in all areas. Analyzes network maintenance and enhancement needs and recommends solutions. Installs and supports network operating systems for assigned area. Provides advanced level support to resolve end-user problems. Recommends standards, specifications and methodologies for the network operations of the assigned Division/Office. Supports IP phone system & configures, installs & makes changes as needed. Assists in support & handling of cellular devices. Assist in other IT duties as designated. Helps maintain users in Active Directory & Exchange.

The qualified candidate must possess the following;

- IP Telephone knowledge
- Networking knowledge - Net+ or equivalent a plus
- PC repair knowledge - A+ or equivalent a plus
- Knowledge of Active Directory, Exchange, Microsoft Office, Printer Maintenance, and Windows

- Experience working with a ticket system
- Must possess skills in Telemed, Asset Tracking (WASP), Customer Service, and Help Desk
- Must have the ability to learn new software
- Ability to take calls

Salary is based on experience and skill level.

Gateway requires that you pass a pre-employment drug screen, MVR and finger printing. In exchange we offer a competitive salary, PTO, paid holidays, medical, dental & vision insurance and the option to participate in our retirement plan. EOE. All interested applicants must submit a resume and cover letter with salary requirements.

To be considered for this opportunity, please email resume to jobs@gatewaybhs.org