Network Services Technician
Central Oregon Community College

Job Title	Network Services Technician
Department	Information Technology
Institution	Central Oregon Community College Bend, Oregon
Date Posted	Jan. 13, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
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Job Description	

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Network Services Technician

Position Number: B1189PD
Starting Wage/Salary: $65,000 - $78,000 plus exceptional benefits
Close Date:

Primary Purpose:

As a Network Services Technician, youll play a key role in keeping the Colleges network running smoothly. You will work alongside a team of other networking professionals to meet COCCs technology goals. You will have a wide range of duties including support, technology research, project

Network Services Technician
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management, and network design. In addition, youll collaborate with other ITS teams to evaluate, configure, and implement changes to the network, helping to improve our overall technology infrastructure. This isnt just about fixing problems-its about being a part of a team that drives forward-thinking solutions.

Essential Duties and Responsibilities:
While no two days are the same, you will often find yourself:

- Supporting and maintaining a reliable network infrastructure, ensuring smooth operations across COCCs wired and wireless systems.
- Troubleshooting and resolving network issues, collaborating with your and other ITS professional teams to implement solutions and improve network performance.
- Assisting in the installation and upgrading of network equipment, while ensuring systems meet the latest technical standards and regulations.
- Contributing to exciting network projects, from improving security measures to implementing new technologies that enhance campus connectivity and growth.
- Collaborating with colleagues across departments to provide technical support and training, helping to keep everyone connected and up to date.
- Developing recommendations to optimize systems with the use of industry-leading monitoring and maintenance networking tools.

Knowledge, Skills, and Abilities:

Individuals must possess these knowledge, skills and abilities or be able to explain and demonstrate that the individual can perform the duties and responsibilities of the job, with or without reasonable accommodation, using some other combination of skills and abilities. The individual is expected to follow College work rules and policies.

- This position requires someone with strong technical support skills with the ability to build strong, collaborative relationships with department co-workers, faculty, administrators, and other COCC employees.
- A strong understanding of network topology and client connections to the network.
- The ability to understand and resolve issues with administering and maintaining an educational infrastructure, including network connectivity, Internet access, wireless access, etc.
- Ability to provide input in making decisions regarding changes to the network such that network interruptions are rare, generally planned, and brief in nature.
- Ability to review and evaluate the College network infrastructure and make relevant

recommendations.
- Ability to gather and correlate information from COCC personnel and monitoring systems to identify and resolve network issues.
- Basic knowledge of data security including encryption, intrusion detection, firewalls, virus protection, etc.
- Ability to use office equipment, power tools, machinery, computers, and network diagnostic tools.
- Ability to work with Network and Communication partners and ITS technical support staff.
- Knowledge monitoring and maintaining routers, switches, and other networking devices.
- Ability to support outside agencies telecommunications needs as defined by contractual agreements with COCC.
- Must be able to communicate effectively, both orally and in writing, using the English language with or without the use of an interpreter.

Minimum Requirements:

Education:

- Associates degree in a technology-related field or equivalent experience.

Experience:

- Three years of experience with network infrastructure activities such as monitoring and configuring network routers and switches, VoIP systems, and supporting network infrastructure.
- One year of experience working in an enterprise and/or production technology environment, providing complex end-user support.

Certifications:

- CompTIA Network+ or CCNA certifications required, or obtained within 12 months of employment start Date.

License:

- Valid Oregon Drivers License or ability to obtain within 30 days of employment.

Preferred Qualifications:

Network Services Technician
Central Oregon Community College

Education:

- Bachelors degree in a technology-related field or equivalent.

Experience:

- Greater than three years of experience with networking infrastructure activities.
- Experience with wiring network infrastructure including types of wiring categories.

To apply, visit https://jobs.cocc.edu/postings/10996

The goal of Central Oregon Community College is to provide an atmosphere that encourages our faculty, staff and students to realize their full potential. In support of this goal, it is the policy of Central Oregon Community College that there will be no discrimination or harassment on the basis of age, disability, sex, marital status, national origin, ethnicity, color, race, religion, sexual orientation, gender identity, genetic information, citizenship status, veteran or military status, pregnancy or any other classes protected under federal and state statutes in any education program, activities or employment. Persons with questions about this statement should contact Human Resources at 541.383.7216 or the Vice President for Student Affairs at 541.383.7211.

This policy covers nondiscrimination in both employment and access to educational opportunities. When brought to the attention of the appropriate parties, any such actions will be promptly and equitably responded to according to the process outlined in general procedures sections N-1, N-2, or N-3.

In support of COCCs EEO statement, bilingual fluency in English and Spanish is considered a plus, along with experience working in a diverse multicultural setting.

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Network Services Technician
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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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