

## Night Support Tech I – Part Time

### Job Summary

Ensure the stable operation of the in-house computer network during evening hours. This includes configuring, supporting, and optimizing all network hardware, software, and communication links. Will also assist in analyzing and resolving end user hardware and software computer problems in a timely and accurate fashion, and recommend end user training where required. Monday - Friday (6pm-11pm)...must be flexible as days needed will rotate. Weekend hours 8am - 5pm.

### Job Functions

- Support of end users during evening production hours
- Ensure network connectivity of all workstations
- Administer equipment, hardware and software upgrades
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information
- Assist in administration and maintenance of end user accounts, permissions, and access rights
- Monitor and test network performance and provide network performance statistics and reports
- Assists in monitoring of servers and their associated operating systems and software.
- Assist in monitoring of security solutions, including firewall, anti-virus, and intrusion detection systems.
- Assist in monitoring of all network hardware and equipment, including routers, switches, hubs, and UPSs.
- Monitor system backups and recovery.
- Recommend, schedule, and perform network improvements, upgrades and repairs.

### Job Requirements

- Currently studying in the field of computer science, information sciences, or related field.
- Good understanding of the organizations goals and objectives.
- Working technical knowledge of network and PC operating systems
- Hands-on hardware troubleshooting experience
- Working technical knowledge of current network hardware, protocols, and standards
- Knowledge of applicable data privacy practices and laws

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