

Tallahatchie Valley Electric Power Association / TVIfiber

POSITION: Network Technician

JOB TYPE: Full Time

ABOUT US:

Tallahatchie Valley Electric Power Association is celebrating more than 80 years of providing electric service to almost 28,000 homes, farms, businesses, and industries in nine north Mississippi counties. TVEPA brought electricity to rural Mississippi 80 years ago, and is now making history in becoming the first electric cooperative in the state to form a subsidiary (TVI-fiber), to provide high speed internet services by offering fiber to the home at gigabit speeds. TVI-fiber has been established to provide fiber to every member that desires services, including residential and business users.

Job Summary:

The Network Technician will troubleshoot and maintain the organization's network systems.

Duties/Responsibilities:

- Maintains network systems, installs new hardware, and modifies existing hardware related to network software and applications.
- Installs/maintains devices, including routers and other equipment.
- Communicates with end users to understand and troubleshoot problems.
- Conducts periodic diagnostics and testing to ensure optimal network function and minimal downtime.
- Collaborates with the network administrator to review and analyze hardware and software needs; recommends changes.
- Provides solutions to first and second tier network issues.
- Responsible for providing technical support for LAN/WAN or for a section of a larger network.
- Complete understanding of the general and detailed aspects of Network Operations and their practical applications to problems and situations ordinarily encountered.
- Identifies and communicates potential issues to the IT Director or Network Engineer and assists in developing solutions.
- Notifies the IT Director or Network Engineer in a timely manner to assist with locating and correcting the cause of detected application/hardware error or failure.
- Performs other duties as assigned.

Required Skills/Abilities:

- Excellent interpersonal and customer service skills.
- Basic understanding of existing network programs and capabilities.

- Excellent workstation and network troubleshooting skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- May be required to work on-call or long hours in case of network malfunction.

Education and Experience:

- Associate's degree in Computer Science or related field is preferred.
- 3+ years of experience in network maintenance and user technical support is preferred.
- A+, Network+, and/or similar certifications highly preferred.

Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities