

# NGTC JOB BOARD

**BUSINESS NAME:** IXP Corporation

**JOB TITLE:** System Technician

**JOB LOCATION:** Sandy Springs, GA

**DATE POSTED:** 1 June 2009

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**JOB DESCRIPTION:** Systems Technician: responsible for assisting in the management and maintenance of a combination of specialized technologies & computer networks in support of ChatComm operations; technical functions related to the operation, troubleshooting and maintenance of technical systems; monitors operation, troubleshooting, performance problem diagnosis, repair & routine maintenance of *all systems*; performs application support & maintenance; assists in implementation of technical projects; recommends technical policies & standards; assists in maintaining departmental Standard Operating Procedures dealing with technology issues; communicates with customer agencies as necessary; researches & reviews information related to emerging technology; and other duties as assigned.

**QUALIFICATIONS KNOWLEDGE OF/SKILL IN:** Principles of public safety customer service and effective interaction with high level stakeholders; principles of accountability for work of self & technical function, including work status reporting & performance measurement; basic level call taking techniques; practical working knowledge of related technologies, PC & PC applications, including office-related & specialized software programs; hardware (Intel-based servers, workstations, desktops/laptops, punch block & associated cabling; network equipment rooms (UPS, racks, HVAC); troubleshooting/diagnostics; Cisco switches; CCTV cameras, connectors, digital processor units; Access control readers, controllers, contacts); Software (Windows Exchange; Office & Domain server experience; MS Operating systems; SQL server database; troubleshooting/diagnostics; MS Access 2003 or later, logging/recording experience) and other abilities as required

**Required to work** varied schedules and ability to work independently with minimal supervision

**REQUIRED EDUCATION/EXPERIENCE:** High school diploma or GED; some college or technical education pertaining to computer sciences; 3 years experience with related technologies

**DESIRED LICENSES/CERTIFICATIONS:** must be able to obtain GA state driver's license and good driving record; must pass background check and criminal history investigation

**HOW TO APPLY: CONTACT:**

Kristin Bartlette

609-409-7549

[kbartlette@ixpcorp.com](mailto:kbartlette@ixpcorp.com)

To learn what other positions are listed with North Georgia Technical College, students may contact the Career Services Department of North Georgia Technical College:

E-mail: [cdc@northgatech.edu](mailto:cdc@northgatech.edu)

Or Call: Daniel Gregg, Director, 706-754-7728 from 8:30 am-5:30 pm, Monday thru Thursday

Lee Addis, Assistant, 706-754-7825 from 8:30 am-3:45 pm, Monday thru Thursday