

WVNET

POSITION ANNOUNCEMENT

The position serves the West Virginia Network (WVNET), located at 837 Chestnut Ridge Road, Morgantown, West Virginia, 26505.

Date September 11, 2018
Position Title Network Operator
Classification Full time, classified, benefits eligible position

Duties and responsibilities

Provide basic (first tier helpdesk) assistance and consulting to all WVNET computing and communications customers and participate in the operation of WVNET's central site large scale servers and minicomputers, and the statewide high-speed network. This position is required to assist every level of client, from the computer novice to the expert, with computer challenges, questions and/or setup.

Network Operators are categorized as essential personnel as defined by WVNET policy, and incumbent is required to work during declared emergencies. This position provides customer support and system operations on a 24-hour basis and involves non-standard work hours.

Rotating 12.5 hour shifts to accommodate 24/7 services.

Knowledge, skills, and abilities (KSAs)

- Excellent customer service and phone skills
- Ability to read and comprehend technical reference manuals
- Strong analytical and problem solving skills
- Self-motivated
- Ability to work independently

Education and experience requirements

- Associate's Degree in Computer Science, Information Technology, or related field
- Two years of related helpdesk/network operations experience, or an equivalent combination of education and/or experience is required.

Salary. Starting salary is \$32,160 per year with ample opportunity for overtime. Additionally, WVNET offers an excellent benefits package which includes comprehensive health, retirement, and insurance plans as well as generous amounts of vacation, sick, and holiday leave.

Closing date. Position will remain open until filled.

Application process. Submit a cover letter and resume **via e-mail** to Mr. Bob Roberts at recruiting@mail.wvnet.edu with Network Operator in the subject line.