

IT & Network Systems Technician

Company Overview

MT Networks, a leading provider of internet and networking solutions in Burlington, Kansas, is seeking a highly skilled and motivated IT & Network Systems Technician to join our growing team. We are committed to delivering reliable, high-speed internet and cutting-edge network services to our community.

Job Summary

As an IT & Network Systems Technician, you'll be the backbone of our operations, ensuring the seamless functionality of our network infrastructure and providing exceptional technical support to our customers. You will be responsible for the installation, configuration, and maintenance of network equipment, as well as troubleshooting and resolving technical issues. This is a hands-on role that requires a blend of technical expertise, problem-solving skills, and a commitment to customer satisfaction.

This is an in-person, in-office role based in Burlington, KS.

Key Responsibilities

Network Management: Install, configure, and maintain network hardware and software, including routers, switches, servers, and wireless access points.

Troubleshooting: Diagnose and resolve network connectivity issues, hardware and software problems, and other technical challenges in a timely manner.

Customer Support: Provide friendly, professional, and effective technical support to customers via phone, email, and in-person visits.

System Maintenance: Perform routine maintenance tasks, system upgrades, and security patches to ensure network stability and security.

Documentation: Maintain accurate records of network configurations, service tickets, and customer interactions.

Versatility: While not the focus or day to day responsibility, this role may require assisting combination technicians in the field occasionally.

Cybersecurity: Responsible for recommendations, implementation, maintenance, best practices, evolution, and reporting of cybersecurity in accordance with the MT Networks Cybersecurity Plan.

Qualifications

Education: An Associate's degree in Information Technology, Computer Science, or a related field is preferred. Relevant professional certifications (e.g., CompTIA Network+, Cisco CCNA) are a significant plus.

Experience: At least 2-3 years of experience in a similar role, with a strong background in network administration, IT support, or a related field.

Technical Skills:

Networking: In-depth knowledge of TCP/IP, DNS, DHCP, and other network protocols.

Hardware: Hands-on experience with routers, switches, servers, and wireless technologies.

Operating Systems: Proficiency in Windows and Linux server environments. Experience with broadband access equipment is a plus.

Troubleshooting: Proven ability to diagnose and resolve complex technical issues.

Security: Understanding of basic network security principles and best practices.

Soft Skills:

Communication: Excellent verbal and written communication skills.

Problem-Solving: Strong analytical and critical thinking abilities.

Customer Service: A customer-focused attitude and a passion for helping others.

Time Management: Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.

Teamwork: A collaborative spirit and a willingness to work as part of a team.

Availability to participate in weekend and holiday on-call rotation.

Physical Requirements & Work Environment

This position requires the ability to lift and carry equipment weighing up to 50 pounds.

The role involves working primarily in an office setting with some customer location responsibilities, which may include climbing ladders, working in attics or crawl spaces, and being exposed to various weather conditions.

A valid driver's license and a clean driving record are essential for this role.

What We Offer

MT Networks is more than just a place to work; it's a place to build a career. We offer a competitive salary, a comprehensive benefits package including health insurance, paid time off, and a retirement savings plan. We believe in investing in our employees' growth and providing opportunities for professional development and training. Join a team that values innovation, collaboration, and a commitment to serving our community.

How to Apply

If you're a dedicated and skilled IT professional looking for a challenging and rewarding opportunity, we encourage you to apply. Please submit your resume and a cover letter detailing your relevant experience and why you believe you'd be a great fit for the MT Networks team.

Email: hr@mtnetworks.com

Madison office: 117 N 3rd Street, Madison KS 66860. Office hours 8am-5pm, M-F

Burlington office: 814 N 4th Street, Burlington KS 66839. Office hours 8am-5pm, M-F

MT Networks is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

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