



NETWORK TECHNICIAN

Classification Professional-Technical Level 1

Location: Technology

Reports to: Director of Data & Network Operations

FLSA Status: Non-Exempt

Employee Group: Professional-Technical

This job description does not constitute an employment agreement between the district and employee and is subject to change by the district as the needs of the district and requirements of the position change.

Part I: Position Summary

Position serves as part of a team responsible for maintaining the district's data communications network and systems.

Part II: Supervision and Controls over the Work

Network technician provides support for district network infrastructure and systems, related cloud services, software packaging, software distribution and application management systems and helps maintain and manage data center operations.

Network analysts are available to provide guidance and to assist with more complex and unusual problems and issues. Network and system maintenance and administration is to be performed consistent with technical standards and practices and with minimal disruption to technology services. Work is evaluated based on effectiveness and reliability of assigned functions and responsibilities.

Part III: Major Duties and Responsibilities

1. Serves as a point of contact regarding network system issues; troubleshoots issues, and identifies or develops solutions as needed.
2. Assists in maintaining security-related systems which include network authentication, firewalls, antivirus, spam filtering, security regarding misuse and malicious behavior, back-up services and internet filtering for the purpose of meeting system and information security requirements as well as participating in the establishment of district policies and procedures regarding system use.
3. Participates in maintaining and monitoring systems which include district servers, storage, WIFI equipment, active directory, DNS, e-mail, file and print services, cloud services for the purpose of ensuring availability of authorized services.

4. Researches new network services, software and hardware as directed by supervisor. Participates in testing, installation and maintenance of hardware and software. Tests, installs and maintains software patches on server and network devices. Provides troubleshooting assistance for the department and end-users.
5. Works collaboratively with technical staff to ensure a smooth overall workflow process to ensure excellent customer service.
6. Establishes, investigates and maintains escalated service requests issues and resolution logs. Participates in disaster recovery planning and implementation.

Performs other duties as assigned.

Part IV: Minimum Qualifications

1. Must have experience working or interacting successfully with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.
2. Minimum of two-year associate's degree or equivalent in technology or directly related fields. Related experience may be substituted for education on a year for year basis.
3. Two years of progressively responsible experience in network administration including configuring, testing, tuning, security, and troubleshooting.
4. Knowledge of basic theories, techniques, and methodologies of modern data communications technology.
5. Ability to develop and communicate technical documentation.
6. Excellent collaborative and interpersonal and customer service skills and ability to communicate effectively over the telephone and in writing with frustrated and/or confused customers.
7. Organizational skills to carryout work schedules, respond to priorities, and manage multiple tasks and issues simultaneously.

Part V: Desired Qualifications

1. Bachelor's degree in technology, business administration, engineering, or directly related fields.
2. Specific knowledge and experience managing district-specific networks, hardware, and software.



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Part VI: Physical and Environmental Requirements

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to bend, reach, perform repetitive motions, sit, stand, move about, hear and speak. Employee is required to perform extensive work at a computer display terminal.

The employee must occasionally lift and/or move 25 to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.