

SANTA PAULA UNIFIED SCHOOL DISTRICT

CLASS TITLE: NETWORK TECHNICIAN

BASIC FUNCTION:

Under the direction of the Director of Technology, perform a variety of technical duties in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and other technology equipment; participate in the design, installation, operation, maintenance and repair of Local Area Networks (LANs) and Wide Area Networks (WANs) as assigned.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of technical duties in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and other technology equipment including phones, mobile devices, data communication equipment; resolve a variety of technology malfunctions.

Participate in the design and installation of LANs and WANs as assigned; install and configure network hardware, cabling, servers, hubs, routers, switches and related equipment; replace cabling, equipment and devices as necessary; test, evaluate and maintain network system security and servers.

Install server and work station software and test applications to ensure proper operation; configure hardware and software to ensure network access and smooth system operations; monitor network traffic, note defective equipment and recommend or make corrective action; troubleshoot, diagnose and resolve operating system malfunctions.

Perform a variety of network administration activities including establishing and maintaining user accounts, passwords, e-mail accounts, internet connectivity and access, and designated programs; oversee and control the internet access of end users; participate in the identification, containment and resolution of network security issues and problems; run anti-virus programs as needed; create and implement login scripts and group policies as needed to enhance the function of network operations and operating systems/applications.

Serve as a technical resource to contracted school personnel concerning computer systems, equipment and malfunctions as assigned; provide technical troubleshooting, determine type of request, diagnose and provide solutions; provide training to end-users on the use and features of the various operating systems and applications on various platforms; provide information concerning related practices and procedures.

Utilize established tracking system to log requests; monitor progress, track problem resolution, identify patterns of failure, research bug fixes and implement solutions; communicate with Director and other technology staff regarding unresolved problems.

Install, maintain and administer phone system hardware; configure phones and the call management system.

Prepare backup data files in accordance with established procedures; monitor available system disk space; move files as necessary to provide for program running; restore user files as necessary.

Operate a variety of technical equipment including testers, meters, and a variety of hand and power tools; drive a vehicle to conduct work.

Communicate with various outside agencies to exchange information and resolve issues or concerns; communicate with vendors to identify new hardware and software and obtain price quotes.

Maintain a variety of records related to networks, time and material costs, inventory, repairs and assigned activities.

Monitor and maintain inventory levels of network system parts and equipment as assigned; order and receive parts and equipment as appropriate; complete and submit requisitions to the business department.

Maintain current knowledge of technology related to network systems, hardware and software; optimize computer and network usage by researching, testing and recommending enhancements to system capabilities and performance.

Attend various meetings as assigned.

OTHER DUTIES:

Assist in the planning, development and implementation of technology infrastructure.
Assist in installation and upgrade projects; participate in the configuration, transport and deployment of new computer systems and removal as assigned.
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripheral equipment.
Principles, methods and procedures of operating computers, networks and peripheral equipment.
Hardware and software applications utilized by the department and contracted school districts.
Principles, theories and techniques of LAN and WAN design.
Principles, methods, materials, tools and procedures involved in the installation, configuration, maintenance, repair and operation of network systems, computers, mobile devices, data communications and other technology as assigned.
Database structures, on-line applications and capabilities of assigned computer systems.
Applicable types of cabling systems, hubs, routers and other related equipment.
Advanced knowledge of software programs.
Installation and operation of computer operating system software.

Materials, methods and tools used in the operation and repair of computer systems.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Record-keeping techniques.

ABILITY TO:

Perform a variety of technical duties in the installation, configuration, maintenance and repair of computer hardware, software, peripherals and other technology equipment.
Investigate, troubleshoot, diagnose and repair hardware, software and peripheral malfunctions.
Participate in the design, installation, operation, maintenance and repair of LANs and WANs as assigned.
Serve as a technical resource to contracted vendors and school personnel concerning computer systems, equipment and malfunctions as assigned.
Maintain network system security, servers and databases.
Inspect, troubleshoot, diagnose and resolve network problems and malfunctions.
Install and configure network hardware, cabling, servers, hubs, routers, switches and related equipment.
Operate a variety of tools and equipment utilized in the maintenance and repair of computer systems.
Prepare backup data files in accordance with established procedures.
Install, upgrade, configure and ensure proper operation of computer software, hardware and network equipment.
Communicate effectively both orally and in writing.
Work effectively and cooperatively with others.
Work independently with little direction.
Meet schedules and time lines.
Maintain various records related to work performed.

EDUCATION AND EXPERIENCE:

Graduation from high school or its equivalent supplemented by college level course work in computer science or related field and three years experience in the installation, maintenance and repair of network systems.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Ability to see to read a variety of materials and view a computer monitor.
Sitting or standing for extended periods of time.

Lifting, carrying, pushing or pulling moderately heavy objects.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.

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