

## **Escondido Union High School District Job Description**

**Job Title:** Network Support Technician  
**Employee Unit:** Classified Bargaining Unit  
**Job Family:** Maintenance and Operations  
**FLSA Status:** Nonexempt  
**Salary Level:** Range 41  
**Approved By:** Board of Education  
**Approved Date:** 12/07/10

### **BASIC FUNCTION:**

Under the direction of the Director of Technology and assigned supervisors, perform duties related to the maintenance and support of the school computer network and relevant components. Activities include, but are not limited to, the installation and configuration of computer and server software, the installation and configuration of computer and server hardware and associated peripherals, the diagnosis and repair of computer and network components, providing users with training and technical assistance, communicate clearly and effectively with users, other technicians and supervisors, perform other related duties as assigned.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed are typical, but not exclusive:

Troubleshoot network and systems problems involving computers, peripherals and various network components.

Organize and prioritize the workload.

Maintain an accurate record of completed work.

Install software, configure, maintain and support desktop and laptop computers  
Manage network connectivity.

Manage network security (including anti-virus).

Manage data back up services.

Performs updates and preventative maintenance.

Performs routine cleaning and maintenance of related equipment.

Communicate effectively with a wide variety of individuals: Supervisors, Administrators, Outside Technical Support, Teachers, Staff, Students and members of the technology department.

Transport equipment and material.

Maintain and manage a software library.

Operate a wide variety of network and computer related equipment.

Instruct and train other personnel in the use of hardware, software and technology related documents.

Maintain a current knowledge of technologies and skills required to perform assigned duties.

Maintains an organized, neat, clean work area.

Assists in the review and selection technology hardware and software.

Maintains and monitors all related equipment to optimize performance and security.

Prepare and maintain a variety of inventory records, files and reports related to assigned activities.

Attend and participate in appropriate meetings, conferences and seminars related to job duties.

Unpack, move and setup computer systems.

Prepare old systems for disposal as defined by district standards and policies.

Perform related duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Technicians may direct, supervise and/or train Technology Interns, Substitutes and Student Aides as needed.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid California Driver's License

### **EDUCATION and/or EXPERIENCE**

High school diploma or equivalent to completion of high school; a minimum of two years experience in the field of computer maintenance and repair is desirable.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals and diagrams. Ability to effectively present information and respond to questions from a wide variety of individuals: Supervisors, Administrators, Outside Technical Support, Teachers, Staff, Students and members of the technology department. The ability to effectively understand and interpret directions and questions.

**MATHEMATICAL SKILLS**

Ability to work with mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**OTHER SKILLS AND ABILITIES**

Experience and knowledge of computer and server operating systems

Experience and knowledge of computer and server applications

Experience and knowledge of computer and network diagnostic utilities

Experience and knowledge of related computer and network peripherals

Ability to operate diagnostic equipment and software effectively

Ability to diagnose and troubleshoot computers and related systems

Ability to create and/or prepare appropriate material for use (i.e. network cables, etc.)

Ability to connect equipment effectively for intended use

Ability to understand and follow oral and written directions

Ability to communicate effectively

Ability to establish and maintain effective working relationships with a wide variety of individuals: Supervisors, Administrators, outside Technical Support, Teachers, Staff, Students and members of the technology department.

**PHYSICAL DEMANDS**

The physical demands 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 regularly required to use hands to finger, handle, or feel; stoop, kneel, crouch, or crawl; and talk or hear. The employee frequently is required to stand, walk, reach with hands or arms, and climb or balance. The employee is frequently required to sit. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**COMMENTS**

This position requires the ability to perform a number of tasks on a variety of equipment, and time management skills to effectively maintain a preventative maintenance schedule while responding to work orders. The position requires people skills that allow the employee to effectively communicate and interact with a wider variety of individuals such as Supervisors, Administrators, Outside Technical Support, Teachers, Staff, Students and members of the Technology Department.