Escondido Union High School District
Job Description

Job Title: Senior Network Support Technician
Employee Unit: Classified Bargaining Unit
Job Family: Maintenance and Operations
FLSA Status: Nonexempt
Salary Level: Range 43
Approved By: Board of Trustees
Approved Date: 8/30/2011

BASIC FUNCTION:
Under the direction of the Information Systems Supervisor perform duties related to the maintenance and support of the district-wide 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, communicating clearly and effectively with users, other technicians and supervisors, perform other related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES includes the following. Other duties may be assigned:

Assists the Information Systems Supervisor in diagnosing, maintaining and configuring intranet-internet network and signaling equipment, including but not limited to hubs, routers, servers, nodes, print servers, fax servers, gateways, modems, PBX and voice mail equipment, energy management systems and related devices.

Provides direct support to the Information Systems Supervisor in creating and implementing security programs and strategies for district networks, including, but not limited to desktop security, virus monitoring and eradication, Internet firewall and related efforts. Works with all district personnel in ensuring adherence to program.

Recommends new network hardware and software and may assist in technology training for IT and other staff

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

Assists in the monitoring of network activity, as well as the diagnosis and resolution of network connectivity issues.

Under the direction of the Information Systems Supervisor, manages network security (including anti-virus).

Install software, configure, maintain and support desktop and laptop computers.

Manages data back up services.

Performs updates and preventative maintenance.

Organize and prioritize the workload.

Maintain an accurate record of completed work.

Ability to communicate effectively with a wide variety of individuals including Supervisors, Administrators, Outside Technical Support, Teachers, Staff, Students and members of the Technology Department.

Transport equipment and material as necessary.

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, trainings, 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
Senior Network Support Technician may direct, supervise and/or train, Technology Interns, Substitutes and Student Aides as needed.

QUALIFICATIONS
Individual must have a working knowledge of equipment and infrastructure. 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
Relevant network certifications, e.g. Cisco, Networking +, A+ and Network Security are desireable.

EDUCATION and/or EXPERIENCE
AA with technical certifications preferred.
High school diploma and/or technical trade school certification; a minimum of two years experience in the field of networking infrastructure management and diagnostics are strongly 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.
Driving a vehicle to conduct work.

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.