



Reports to: Director of Technology Services
School/Department: Technology Services
Pay Grade: 226 Days
Wage/hour status: Exempt
Created/revised: 5-14-2015

Primary Purpose:

Primary purpose is advanced support of switches, IP telephony, and software applications. Provide network support including switches, firewalls, web content filters and wireless access points. Support a mixed computing environment consisting of Microsoft, Apple, and Google products. Provide technical support to all campuses and district departments.

Qualifications:

Education/Certification:

- Associates Degree and/or minimum five years in advanced level technology support
- Technical certifications in Microsoft and Cisco preferred.

Special Knowledge/Skills:

- Strong customer service skills
- Strong analytical and problem solving skills.
- Professional level written and oral communication skills.
- Knowledge of LAN and WAN network design and installation
- Knowledge of network hardware and software applications including network servers, printers, and other technological equipment
- The ability to manage multiple projects, time management skills, and exercise independent judgment.
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with minimum supervision.
- Good attendance and reliability.
- Energetic, outgoing and positive personality.

Experience:

- Prior network administration in an education environment preferred
- Cisco networking products (IOS, ASA, VPN Configuration, VLANs)
- Cisco Call Manager and IP Telephones
- Storage Area Network (SAN) Administration
- VMWare (Virtual server solutions) High Availability environment with Disaster Recovery
- Familiarity with Dell BladeCenter servers
- Excellent customer service and service-minded attitude.



Major Responsibilities and Duties:

List Major Area of Responsibility

1. Immediate response to network issues.
2. Maintain district-wide information security and mitigate risks.
3. Install and test network hardware, software and upgrades.
4. Coordinate and monitor system utilization; recommend improvements as needed.
5. Serve as liaison to software and hardware vendors to maintain appropriate product support.
6. Provide assistance to identify and correct equipment and software related issues.
7. Repair of district computer peripherals and network peripherals as required.
8. Work closely with other Technology Services staff to ensure all systems are operating effectively.
9. Maintain security and network design configuration documentation.
10. Secondary duties will include working collaboratively with network administrator on server related software and other systems management software.
11. Take the initiative to develop professional skills appropriate to job assignments.
12. Demonstrate behavior that is professional, ethical, and responsible.

Policy, Reports, and Law

1. Adhere to district Acceptable Use /Policy/Guidelines.

Budget

1. This position has no direct budget responsibilities.

Other

1. Adhere to ethical practices expected of those entrusted with maintaining technology duties.
2. Other duties as assigned.

Supervisory Responsibility

This position has no direct supervisory responsibilities.



Mental Demands/Physical Demands/Environmental Factors

Ability to communicate effectively (verbal and written); ability to instruct; maintain emotional control under stress.

Frequent district-wide travel

Occasional prolonged and irregular work hours

Occasional travel outside of school district boundaries

Workload is deadline driven

Prolonged use of equipment and computers

Noisy environment

Requires performing tasks mostly standing, some walking, bending, stooping and sitting

Lifting up to 40 lbs.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by _____ Date _____

Reviewed by _____ Date _____