



Job Title: Network Support Technician II **Wage/Hour Status:** Non-Exempt
Reports To: Director of Technology Operations **Pay Grade:**
Dept. /School: Technology **Date Revised:** 09/28/2011

Primary Purpose:

Perform on-site technical work to install and maintain network equipment and network and software applications throughout the district. Respond to work order requests by diagnosing and repairing network hardware.

Qualifications:

Education/Certification:

High school diploma or GED
Certified Network Administrator (CNA or CCNA or MCSE or Linux+ Certification)

Special Knowledge/Skills:

Knowledge of Microsoft servers
Knowledge of computer network design Novell
Knowledge of computer hardware and software applications
Ability to install, maintain, and repair network and peripherals, including printers and routers
Ability to install and maintain network cables and hardware
Ability to diagnose problems and perform network repairs

Experience:

3+ work experience installing, maintaining, and repairing Novell Networks and peripherals

Major Responsibilities and Duties:

Management and Installation:

1. Manage all network administration, setup, and cable installation throughout the district, including wireless.
2. Manage and Maintain Sophos Anti-Virus Servers throughout the district.
3. Manage District Groupwise System, Print Servers, Switches, PIX and Routers.
4. Upgrade network cabling and network peripherals throughout the district.
5. Relocate network hardware, peripherals, and equipment as needed.
6. Install and configure network software as needed.
7. Assist with the installation, maintenance, troubleshooting, and repair of data communications circuits and equipment.

Equipment Repair and Maintenance:

8. Diagnose and repair network equipment.
9. Service equipment according to established preventive maintenance schedule.
10. Maintain accurate updated records of preventive maintenance and network inventory.
11. Maintain accurate records of time and materials required to perform repairs and service.

Safety:

12. Operate tools and equipment according to prescribed safety procedures.
13. Follow established safety procedures and techniques to perform job duties, including lifting, climbing and carrying.
14. Correct unsafe conditions in the work area and report any conditions that are not correctable to the supervisor immediately.

Other:

15. Respond to after-hours emergencies as needed.
16. Implement the design of WAN and LAN services for the district.
17. Maintain network documentation.
18. Diagnose and analyze network traffic and make recommendations for network design and scalable implementation.
19. Recommend hardware and network solutions for existing facilities and new buildings.
20. Correct unsafe conditions in the work area and report any conditions that are not correctable to the supervisor immediately.
21. Other duties as assigned.

Supervisory Responsibilities:

None

Equipment Used:

Hand tools and test instruments for electronic repairs and cable installations. Personal computers and peripherals, including modems and printers.

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Climbing, stooping, bending, and kneeling; frequent use of small hand tools and electronic test equipment; frequent district-wide travel. Occasional prolonged and irregular hours. May be required to be on-call 24 hours a day.

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