

## TRACY UNIFIED SCHOOL DISTRICT JOB DESCRIPTION

**POSITION TITLE:** ISET Technician Level II

**DEPARTMENT/DIVISION:** Information Services and Educational Technology

### **POSITION SUMMARY:**

Under general supervision of the Director of Information Services and Educational Technology performs network installations (i.e. servers, routers, switches, workstations, printers, and other network devices on LANs and WANs), installs and connects peripherals, installs and configures workstation software, implements and maintains appropriate WAN security and backup measures, prepares memos and documentation, updates data bases, and provides user support through help desk, on site assistance, and training classes.

### **ESSENTIAL FUNCTIONS:**

1. Installs, configures, monitors and maintains network equipment (i.e. servers, routers, switches, user workstations, peripherals, etc.) on complex data networks.
2. Installs, configures, monitors, and maintains appropriate networking protocols, services, and applications on LANs and WANs.
3. Installs, configures, monitors, and maintains District network support systems (i.e. email, internet services, network productivity applications, student system, business applications, educational applications, etc.).
4. Implements, monitors, and evaluates District network security measures.
5. Maintains back-up systems for District administrative servers.
6. Monitors and evaluates District LANs and WANs, and makes recommendations for improvements.
7. Maintains appropriate records and documentation related to District LANs and WANs.
8. Coordinates and provides user training related to District LANs and WANs.
9. Assists with District networked information systems (e.g. student, finance, personnel, learning, facilities, libraries, student and parent) applications.
10. Maintains a high level of technical knowledge and skills related to systems, applications, networks, workstations, and software to meet District needs.
11. Prepares equipment and software requisitions.
12. Receives requests from user community for service or problem resolution; prioritizes requests and resolves or routes to appropriate staff for action; maintains user requests in a work order database and tracks the progress of service and problem resolution; contacts users to keep them informed of request status.
13. Develops short and long range plans for meeting the District's needs related to District applications, equipment and systems including, but not limited to, training, upgrades, replacement and additional features.
14. Coordinates data exchange and reports with state and other external agencies.
15. Assists and supports vendors who provide technology services and support to the District.
16. Maintains regular and prompt attendance in the workplace.
17. Performs other related duties as assigned by the Director of Information Services and Educational Technology.

### **EDUCATION AND EXPERIENCE:**

Ability to carry out oral and written directions, and read, write, and speak at a level sufficient to fulfill the duties to be performed. Two year degree in data telecommunications and networking or equivalent experience is required; High school diploma or equivalent is required; Three years of experience is required in the areas of installation, repair, upgrading, operations, maintenance, and user support for systems, applications, servers, networks, workstations, peripherals, and software. Appropriate network technician certification desired. Must possess a valid California driver's license.

### **SKILLS AND QUALIFICATIONS:**

1. Knowledge of Local and Wide area data networks, data communications, and computer system theory and practice.
2. Knowledge of District network operating systems, network based services, and network applications.
3. Knowledge of installation, operation, upgrading, and maintenance of District network devices and workstations (e.g. servers, routers, switches, network cards, printers, drives, etc.).
4. Knowledge of tools, materials, equipment, and procedures used in the installation, operation, and maintenance of District networks, workstations and peripherals.
5. Knowledge of safety procedures in the performance of required duties.
6. Knowledge of end user support for networks, workstations, and software.
7. Knowledge of training end users on District networks, workstations, and District software.
8. Knowledge of various complex computer programs, including but not limited to scanning programs, word processing, spreadsheet, email, database and calendaring.
9. Knowledge of database concepts and information system technology, concepts, functions, policies and procedures.
10. Ability to install and operate servers, workstations, and other network devices connected to networks.
11. Ability to communicate effectively in both technical and non-technical terms and to maintain a cooperative working relationship with those contacted in the course of work.
12. Ability to interpret and apply complex technical publications, manuals and other documents.
13. Ability to understand and follow oral and written instructions.
14. Ability to generate and maintain reports and related records.
15. Ability to investigate and learn new equipment and software solutions to meet District needs.

#### PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer terminal and operate standard office equipment for extended periods of time.
3. See and read a computer screen and printed matter with or without vision aids.
4. Speak so that others may understand at normal levels and on the telephone.
5. Hear and understand speech at normal levels and on the telephone, with or without hearing aids.
6. Stand and/or walk on hard and/or uneven surfaces for extended periods of time. Reach overhead, grasp, push/pull up to 50 pounds for short distances.
7. Lift and/or carry up to 50 pounds at waist height for short distances.
8. Bend, squat, stoop and/or climb for extended periods of time.

#### WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment and come in direct contact with District staff, site staff, and the public. Driving a vehicle to conduct work at school sites is required.

**SALARY:** Classified Salary Range 56

Board Approved: TUSD 3/24/98

Board Approved: TUSD 5/13/08