BUENA PARK SCHOOL DISTRICT

NETWORK SERVICES SPECIALIST

DEFINITION:

Under general direction of the Chief Technology Officer, the Network Services Specialist performs complex activities involved in planning, designing, coordinating, installing, and administering systems, networks, services, and applications supporting the District infrastructure; resolving hardware, software and network issues; maintaining advanced technology equipment and services; provides higher level support for other district technology specialists.

EXAMPLE OF DUTIES:

- Coordinates installation, configuration, preventive maintenance, repair and troubleshooting of computers, network & telecommunication equipment, security surveillance, Crestron and Extron A/V switching systems, mobile devices, UPS, wireless access points, VOIP, alarm/paging over IP, and related peripheral equipment
- Coordinates configuration and provisioning for Cloud based services for Azure, Google, Apple, and other curriculum and educational content providers.
- Assures access and network connectivity, security and monitoring
- Uses a variety of data communications and network diagnostic computer programs, common network and telecom tools and testing equipment
- Assists with the coordination of the facility technology planning and related work with district departments, outside contractors, and consultants
- Prepares specifications for work or projects to be performed by contractors
- Conducts on-site inspections of contract work to ensure standards and specifications are met and work is completed
- Oversees and monitors projects and prepares reports on projects in progress and upon completion as required
- Assists and provides technical scope in designing/enhancing District-wide and school-level infrastructure while maintaining an overall plan that includes video, voice and data into an integrated system that is efficient, cost-effective and expandable
- Applies new developments in the field of technology, computers, mobile devices, peripherals and related equipment connected to the network
- Researches trends in technology, telecommunications and network; assures compliances with relevant requirements applies information contained in related technical publications, manuals and other documents
- Develops and maintains current standard operating procedures
- Recommends alternative repairs and/or replacements to administrators and site staff
- Manages support issues with vendors for voice, data, and cloud-based services
- Coordinates, installs, and maintains computer systems management, Google device management, and mobile device management systems.

OTHER DUTIES:
Perform other duties as assigned.

QUALIFICATIONS:

KNOWLEDGE OF:

- Concepts and techniques of project management
- Standards of wiring including twisted-pair, coaxial and fiber-optic deployment
- LAN/WAN technologies; including, TCP/IP, Quality of Service (QoS), wireless LANs, Cisco IOS, VLAN, and network and subnet routing
- Voice Over IP (VoIP) Networks and related security principles.
- Firewall and Filtering security concepts and application specific to policies, access control, TCP/UDP controls and policies, intrusion and threat detection, network monitoring, SSL configuration and management and radius configuration and management.
- Microsoft Messaging systems such as Microsoft Exchange, Office 365, and Google Suite
- Using and managing mobile device management platforms (MDM): Airwatch, JAMF, Google, and Microsoft Intune
- Standards of low voltage wiring implementation
- Security alarm technique; video surveillance recording and transmission equipment and technique
- Communications software such as VOIP, team chat, bells/clock over IP, terminal emulators, email, and web browser clients for multiple platforms
- Standard operating systems for various computer, server and switches platforms such as Apple iOS, MacOS, Microsoft Windows, Android, Chrome, Linux, Windows Server 2008 and above, and Cisco IOS
- Basic database management and SQL concepts
- SAN Storage and backup systems
- Systems and network level support and management of Active Directory, Azure, Office 365, Google Suites, network and application infrastructure; VMware; backup and recovery; patch management
- Standard diagnostic and general utilities for the Apple and Intel-based computers
- Configuration, implementation, installation, maintenance, troubleshooting, and/or repair of network communication equipment including wireless access points, computers, peripherals, A/V systems and mobile devices
- Proper methods, materials, tools and equipment used in the computer and networking infrastructure and cabling equipment repair
- Computer repair principles, practices and techniques
- Replacement parts availability and cost
- Appropriate safety precaution and procedures

ABILITY TO:

- Communicate clearly and effectively with technical and non-technical personnel
- Establish and maintain effective working relationships with a wide variety of users and maintains a high level of professionalism making the needs of users a top priority
- Meet schedules and timelines
- Organize and present information using standard productivity tools including word processors, spreadsheets, presentation, and diagram/graphics programs

- Understand and follow oral and written directions
- Operate network diagnostic equipment and utilities
- Perform light physical labor
- Perform network, computer and peripheral equipment diagnostics, maintenance and repair
- Utilize tools, test equipment and materials of the network and computer equipment repair
- Plan and lay out network and computer repair work including estimating labor, time, and material costs
- Work from plans, specifications, diagrams and technical manuals
- Operate district vehicles, observing legal and defensive driving practices
- Maintain accurate records and technology inventory
- Install and configure networked and standalone software applications
- Configure computers, printers and peripheral equipment with proper network protocols
- Create and maintain devices operating system applications, user accounts and rights
- Work with network team and assist in server and network application
- Maintain tools and equipment used and assigned in clean working order, providing proper security
- Learn new and complex computer and network systems in order to keep pace with a rapidly expanding technology
- Understand and carry out oral and written directions; communicate effectively with district administrators, certificated and classified employees
- Provide technical guidance to field service and network staff
- Adhere to all applicable attendance rules and regulations, and to perform all essential functions of the job with or without reasonable accommodations.

EXPERIENCE

- A minimum of four years of relevant experience with increasing responsibility managing an IT infrastructure and Active Directory network.
- A minimum of two years of Airwatch or JAMF MDM, Apple School Manager, and iPad management and support.
- A minimum of two years of Cisco router, switch, and VOIP experience.
- A minimum of two years of Crestron A/V experience.

EDUCATION

Equivalent to the completion of the twelfth grade, supplemented by training or course work in network management, information technology, Cisco switching and routing, Microsoft Active Directory management, organization and supervision, and related networking and technical skill areas.

DESIRABLE QUALIFICATIONS

- A bachelor's degree in Computer Science, Information Technology, Information Systems, or other technology related field
- Current Cisco Networking Certification in routing and switching
- One or more years of Cisco Unified Call Manager experience or current certification
- One or more years of Microsoft SQL DBA experience or current certification
- School or school district experience

WORKING CONDITIONS:

ENVIRONMENT
Office environment
Constant interruptions
School Environment

PHYSICAL DEMANDS
Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines;
Ability to conduct verbal conversation in English;
Hear normal range verbal conversation (approximately 60 decibels); Sit, stand, stoop, kneel, bend and walk;
Sit for sustained periods of time; Climb stairs, steps, and step ladders; Lift up to 20 pounds;
Carry up to 20 pounds;
Exhibit full range of motion for shoulder external rotation and internal rotation, shoulder abduction and adduction, elbow flexion and extension, shoulder extension and flexion, hip flexion and extension and knee flexion;
Operate office machines and equipment in a safe and effective manner;
Demonstrate manual dexterity necessary to operate calculator, typewriter and/or computer keyboard at the required speed and accuracy; and
Conduct frequent repetitive arm, hand and body motion.

LICENSE REQUIREMENT
Possession of a valid California Motor Vehicle Operator's License.

CONDITION OF EMPLOYMENT
Insurability by the District's liability insurance carrier.

Disaster Service Worker
CA Government Code 3100. It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.

Board Approved: 7/22/19