

PLEASANTON UNIFIED SCHOOL DISTRICT
Job Description

Title:	Network Administrator	Reports to:	Program Administrator/Supervisor
Job Category:	Information Technology	Classification Unit:	Classified
Board Approval:	8/11/2022	Current Salary Grade:	Salary Schedule B, Range D
Job Description Revised:		FLSA Status:	Non-Exempt

JOB SUMMARY:

Under the general supervision of the Program Administrator/Supervisor, performs skilled work and complex technical duties involved in the installation, configuration, maintenance, troubleshooting and repair of a variety of physical and logical information technology network infrastructure; monitors and generates reports of network performance and bandwidth utilization; is responsible for all facets of the network security, diagnosis, and resolution of hardware and software problems; documents security and exposures as well as any corrective actions related to work responsibilities; serves as the escalation point for issues pertaining to network and wireless.

ESSENTIAL FUNCTIONS:

- Oversee and direct the installation, configuration, and maintenance of networks and related equipment to carry data, voice, and video communications.
- Monitor and report network performance, utilization, trends, and recommendations for changes in network LAN/WLAN/WAN systems, structures, and procedures.
- Troubleshoot and resolve network problems to ensure user's access to District networks/systems and recommends/implements solutions.
- Troubleshoot and resolve basic server and related IT systems problems to ensure user's access to District networks/systems and recommends/implements solutions.
- Provides onsite support to administration and schools.
- Remotely diagnose and resolve end-user software issues as it relates to the network.
- Participates in the review and definitions of problems with emphasis on network security, firewalls, VPNs, network intrusion detection.
- Install and configure network equipment (routers, switches, DSU/CSU, wireless access points, wireless controllers, firewalls, etc.).
- Establish and maintain configuration control of network devices such as switches, routers, and controllers.
- Inspect and ensure that installation of conduits, cabling, and other work related to technology network infrastructure is performed in accordance with District standards and specifications.
- Maintain and operate various electronic testing equipment such as network testers, wireless testers, voltmeters, and signal generators as it relates to the network.
- Evaluates, recommends, installs, and supports District network and related software and hardware

- Keep abreast of new software, hardware and networking products, developments and computer networking and utilization strategies; provide information and recommendations
- Contact vendors for quotations on hardware, software items, equipment, and services; procure equipment, supplies, and materials; and maintain availability of required items.
- Prepare and generate a variety of records, reports, correspondence, memos, logs, bids, contracts, listings, work orders, requisitions and purchase orders; design and format spreadsheets.
- Respond to inquiries from a variety of internal and external parties (e.g. district personnel, vendors, general public); provide information, facilitate communication among parties, resolve issues, and provide direction as needed.
- Confer with District staff to determine network requirements.
- Read and respond to emails for information, calendars/scheduling, and help requests.
- Request equipment, supplies, and materials; maintain availability of required items and complete jobs efficiently.
- Operate a variety of job-related equipment, including a computer and assigned software; operate tools used in computer repair and maintenance.
- Attend meetings, trainings, and conferences as directed.
- Drive a vehicle to conduct work.
- Participation in professional development training courses in the areas of computer operating systems, network administration and/or VOIP telecommunications systems

OTHER JOB-RELATED DUTIES:

- Perform related duties within the scope of the job classification as assigned.

REQUIRED QUALIFICATIONS:

Knowledge of:

- Routing protocols (RIP, IGRP, EIGRP, OSPF, BGP).
- Networking protocols including but not limited to TCP/IP, AppleTalk, DHCP, DNS, FTP, NTP, SNMP, SMTP, Telnet, TFTP, VLAN, VPN.
- Wireless networking technologies.
- Network management, packet capture, packet shaping, and monitoring on LAN/WLAN/WAN.
- Firewalls in a complex environment in an enterprise and complex networking environment.
- Multi-layering routing and switching in an enterprise and complex-networking environment.
- Quality of Services (QoS) measures and methods.
- Network operating and security systems.
- General programming languages.
- TCP/IP configurations.
- Pertinent software applications and blueprints.
- Basic English usage, grammar, spelling, punctuation, and vocabulary.
- Methods, equipment and materials used in the maintenance and repair of technology equipment.
- Proper methods of storing equipment, materials and supplies;
- Methods and techniques for tracking and managing services calls, tickets, and/or requests.

Ability to:

- Analyze complex technical problems, evaluating alternatives, and recommending effective courses of action.
- Support existing communications systems and upgrades, replacements, and migrations of network systems, software applications, and related equipment.
- Perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.
- Troubleshoot complex, integrated hardware and software systems using tools, hardware, or software.
- Research, analyze, and recommend new system software and hardware.
- Understand complex, multi-step written and oral instructions.
- Analyze situations to define issues and draw conclusions.
- Engage external resources to solve problems.
- Gather, collate, and classify data.
- Prepare and maintain accurate records, data, and reports.
- Write and revise system documentation
- Read and process technical information.
- Compose a variety of documents.
- Work cooperatively and effectively with others or independently under time constraints.
- Work independently with little supervision
- Work with a high level of interruptions, meet deadlines and schedules.
- Plan and manage projects independently.
- Organize and prioritize work to meet deadlines, timelines, and schedules.
- Schedule activities and meetings
- Facilitate group discussions.
- Travel to multiple sites and/or locations to carry out the functions of the position.
- Analyze situations to define issues and draw conclusions.
- Understand complex, multi-step written and oral instructions.
- Operate a variety of job-related equipment, including a computer, printer, peripheral devices, and assigned software.
- Operate equipment and tools used in computer repair and maintenance.
- Adhere to safety practices.
- Perform complex math, including algebra, geometry, and calculations using fractions and percentages.

EDUCATION AND EXPERIENCE: Any combination of education and experience that provides the required knowledge, skills, and abilities.

Education: Associate degree and/or Vocational School degree with study in a job related area.

Experience: A minimum of five (5) years of progressively responsible experience in systems administration in a complex technical computer/network environment.

Required licenses, certificates, continuing education, training, and other requirements:

- Possession of a valid California driver's license

DESIRABLE QUALIFICATIONS:

- BA/BS in Computer Science, Information Systems or comparable major.
- Supplemental Technical School coursework in the field of computer technology and network administration.
- Additional training/education in the field of technology is preferred.
- Information technology industry certifications preferred
- Experience in K-12 school district environments is highly desired.

WORKING CONDITIONS:

Environment: Indoor/office work environment

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.

- Occasional lifting, carrying, pushing, and/or pulling.
- Some stooping, kneeling, crouching, and/or crawling.
- Significant fine finger dexterity.
- Generally, the job requires 70% sitting, 10% walking, and 20% standing.

Hazards:

- N/A

OTHER:

Required Testing:

- Pre-employment Test.

Clearances:

- State Mandated Training
- Criminal Justice/Fingerprint Clearance.
- TB Clearance.

Pleasanton Unified School District is an Equal Opportunity Employer. The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.). Reasonable accommodations are made under A.D.A. as required by law.