



LOMPOC UNIFIED SCHOOL DISTRICT

LEAD COMPUTER NETWORK TECHNICIAN

JOB SUMMARY:

Under the direction of the Director-Information Technology, lead and perform inspection, setup, installation, maintenance, modifications and repairs to user accounts, Chromebooks, peripherals, computer hardware and software systems, devices, printers and related devices to support users throughout the District; identify, troubleshoot and resolve computer related equipment malfunctions; install and upgrade systems applications software; provide technical support and leadership to Lompec Unified School District school sites, personnel and District departments; monitor, enroll and manage devices and user accounts in Active Directory and Google Management; train District and school site personnel in the proper use of devices, software applications and computer operation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Lead, manage and provide technical support to District personnel in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and other technology equipment; assist with the installation of networking hardware and software including server operating systems and network management software; test, inspect and ensure network connectivity; lead technicians to resolve a variety of technology malfunctions in a timely manner.
- Monitor and oversee Help Desk tickets to provide support and maintain District computer systems, Chromebook storage/charging racks, carts and related equipment; schedule and perform regular routine maintenance on District computers, printers and peripherals equipment; direct technicians to manage devices and user accounts in Active Directory and Google Management.
- Troubleshoot, diagnose and resolve problems and malfunctions with peripheral equipment including monitors and printers; investigate, troubleshoot and resolve problems with e-mail configuration; connect computers to network systems and ensure proper connectivity.
- Configure equipment to ensure functional network connectivity; monitor and manage assigned IT projects, such as maintaining systems and other network devices related to District LAN and WAN; complete projects and ensure availability of services to authorized users.
- Maintain computer and network hardware, network applications, network appliances, software applications and electronic equipment; identify and complete repair and replacement.
- Maintain a variety of records related to network system work orders, repairs and assigned activities; prepare written materials including, procedures, system level documentation, reports, memos and letters; document activities, providing written reference and convey information.
- Provide service and assistance in identifying viruses and potential security breaches; ensure proper management and security of electronic District files and folders; reimage workstations; coordinate maintenance activities with other IT personnel to ensure efficient IT Department operations.
- Research trends, products, software, equipment to recommend new equipment and procedures; respond to inquiries from a variety of sources including, personnel, administrators, school site personnel, outside vendors and service providers.

- Train District and school site personnel in the proper use of devices, software applications and computer operation; answer and respond to telephone inquiries; send and receive emails; assist end users in problem determination and solutions on site, remotely and travelling to District and school site locations; review and prioritize work orders.
- Operate a variety of technical equipment including laptop computers and software applications, testers, meters, analyzers and a variety of hand and power tools; drive a vehicle to conduct work.
- Communicate with District, school sites and various outside agencies to exchange information and resolve issues or concerns; drive a vehicle to various sites to conduct work; maintain database of service calls; respond to regular and emergency service calls.
- Attend meetings, in-service trainings and conferences as directed.
- Monitor and maintain inventory levels of network system parts and equipment as assigned; order and receive parts and equipment, as appropriate.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science of related field and four years advanced knowledge of hardware, District's operating systems and software applications and configuration; advanced knowledge of internet access and configuration.

Licenses and other Requirements

- Valid California Class C driver's license.
- Valid A+/Network Certification preferred but not required.
- Cisco Certified preferred but not required.
- Network Associate (CCNA) or Microsoft Certified Master (MCM) preferred by not required.

Knowledge of:

- Leadership and training methods and techniques.
- Installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripheral equipment.
- Algebra and geometry.
- Data security processes and methodology.
- Current, legacy and emerging operating systems; network environments.
- Principles, methods and procedures of operating computers, networks and peripheral equipment.
- Hardware and software applications utilized by the department.
- Basic principles, methods, materials, tools and procedures involved in the installation, configuration, maintenance, repair and operation of network systems and related equipment.
- Database structures, on-line applications and capabilities of assigned computer systems.
- Applicable types of cabling systems, hubs, routers and other related equipment.
- Advanced knowledge of software programs.
- Installation and operation of computer operating system software.
- Materials, methods and tools used in the operation and repair of computer systems.
- Principles, theories and techniques of LAN and WAN installation and maintenance.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Record-keeping techniques.
- Technical aspects of field of specialty.

Ability to:

Lead Computer Network Technician

- Lead and perform skilled work in the repair, maintenance and installation of a variety of computers, devices, software applications, hardware equipment and peripherals.
- Perform a variety of specialized duties in the installation, configuration, maintenance and repair of computer network hardware, software, peripherals and other technology equipment.
- Problem solve with data, including interpretation of guidelines and problem solve with equipment.
- Understand and use technical information.
- Investigate, troubleshoot, diagnose and repair hardware, software and peripheral malfunctions.
- Install, operate, maintain and repair LANs and WANs, as assigned; network environments; intra/internet applications.
- Serve as a technical resource to school personnel concerning computer systems, equipment and malfunctions as assigned.
- Test, evaluate and maintain network system security and servers.
- Inspect, troubleshoot, diagnose and resolve network problems and malfunctions.
- Install and configure network hardware, cabling, servers, hubs, routers, switches and related equipment.
- Research and establish communication with existing networks in the Internet.
- Operate a variety of tools and equipment utilized in the maintenance and repair of computer systems.
- Prepare backup data files in accordance with established procedures.
- Install, upgrade, configure and ensure proper operation of computer software, hardware and network equipment.
- Communicate effectively both orally and in writing; facilitate group discussions and solve practical problems.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction.
- Meet schedules and timelines.
- Maintain various records related to work performed.

WORKING CONDITIONS:

Work Environment:

- Driving a vehicle to conduct work.
- Indoor/Outdoor 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment.
- Reaching overhead, above the shoulders and horizontally.
- Climbing ladders and working from heights.
- Sitting or standing for extended periods of time.
- Lifting and carrying moderately heavy equipment.
- Bending at the waist, kneeling or crouching.
- Seeing to perform computer repair duties.
- Climbing ladders to install equipment.

Hazards:

- Exposure to fumes, dust and odors.
- Exposure to adverse or seasonal weather.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

FLSA Status: Non-Exempt

Board Approval Date: February 14, 2023

Personnel Commission First Reading: November 17, 2022

Personnel Commission Approval: November 17, 2022

Salary Range: 46

Lead Computer Network Technician