

Birmingham Community Charter High School IT Technician II

Title: IT Technician II
FLSA Status: Non-Exempt
Reports to: IT Systems Manager
Supervises: N/A

DEFINITION:

Under general supervision, assists in the design and implementation of local and wide area networks (LAN/WANs); assists with research, testing and evaluation of network hardware and software; provides technical assistance to users in regard to network applications systems; and independently maintains and repairs networks. Ensures that copiers and security systems work daily

ESSENTIAL FUNCTIONS:

- Identifies, isolates, troubleshoots and resolves operational problems related to equipment, circuit failures, parts, network operations and LAN/WANs
- Researches and analyzes problems that are due to hardware, software, cabling system or operator error
- Installs and replaces network equipment and software
- Manages camera systems and network video recorders
- Monitors copier machines and provides maintenance
- Undertakes routine preventative measures and implements, maintains and monitors network security following department standards and established system configurations
- Documents records related to network installation, copier repairs, camera troubleshooting, and other trouble calls
- Confers with users regarding prospective needs for network requirements and services
- Tests hardware and transmission media
- Monitors systems to support and control network traffic
- Acts as a liaison between users, vendors and technology staff to resolve technical problems
- Closes Help Desk tickets
- Perform other related duties as required

KNOWLEDGE OF:

- LAN/WANs topologies, concepts/practices, hardware, software/application systems, terminology, protocols, Telco circuits, cabling, security principles, procedures and applications
- Security systems and video recorders
- Video projector installations
- Multifunction copy machines
- Digital test equipment and usage of hand tools
- Common symptoms associated with malfunctions of each network component, common diagnostics and trouble-shooting procedures
- Backup, restart and recovery procedures for network configurations
- Methodology/basic principles of physical installation including facility layouts, testing of data lines and equipment configuration
- Industry trends, concepts, practicality and impact on current network systems
- Safety practices and precautions

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ABILITY TO:

- Research, analyze and interpret data as it relates to problems or issues that have many interconnected features
- Analytically and logically evaluate information, issues and problems to generate alternative solutions
- Persist despite obstacles and select the direct or simplest path to a goal
- Show care and thoroughness in adhering to process and procedures that assure quality
- Be self-directed, self-monitoring in commitments and accomplishments
- Obtain and share information keeping the message intact
- Exercise personal responsibility in seeking learning opportunities that improve capability and growth in career
- Work with little supervision at customer locations
- Understand and meet customer needs
- Work effectively within a team
- Communicate effectively, both orally and in writing

EDUCATION:

An Associate's degree or equivalent number of college units (60 semester units or 90 quarter units) including at least 15 semester units in Information Technology or a field closely related to the knowledge and abilities requirements of this classification from an institution of higher learning recognized by the Council of Higher Education Accreditation.

A bachelor's degree in Information Technology or a field closely related to the knowledge and abilities requirements of this classification from an institution of higher learning recognized by the Council of Higher Education Accreditation may substitute for one year of general experience.

PREFERRED: Cisco Certified Network Associate (CCNA) (router/switching) or related Microsoft Certification Engineer (MSCE) certifications.

EXPERIENCE:

Five years of experience the design, development, integration, implementation and maintenance of LAN/WANs.

PHYSICAL DEMANDS:

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information.
- Seeing to read a variety of materials and view a computer monitor
- Sitting for extended periods of time
- Lifting, carrying, pushing or pulling moderately heavy objects
- Bending at the waist, kneeling or crouching

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

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Right to Revise:

This job description is not meant to be all-inclusive and the Charter School reserves the right to revise this job description as necessary without advance notice.

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed, as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer without notice.

Employee: I have received a copy of the above Job Description and agree to direct any questions to my supervisor.

Employee Signature

Date