

**Monticello Public Schools**  
**ISD #882**  
**JOB DESCRIPTION**

**Position Title: Junior Network Coordinator**

**Department: Technology**

**Exempt Status: Exempt**

**Reports To: Director of Technology**

**Date: July 1, 2015**

**Approval: Assistant Superintendent**

**JOB SUMMARY:** Contribute to the effective and efficient operations in the district. Assist the students and staff in the school district to fully utilize available technology. Provide primary and advanced level support and maintenance of district technology, electronic equipment, devices, software, and related systems at the direction of the director of technology. Responsible for assisting in the maintenance and support of mission critical enterprise systems and analysis of systems to ensure best practices of information security. Support the academic mission, district goals and policies.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**40%** Provide support for daily staff needs in use of technology systems

- A. Support administration, teachers and staff by providing technical support.
- B. Assist with user support including user accounts in active directory environment, intranet, student information, fee pay, student and parent portal, email, teacher web pages and learning management system.
- C. Responsible for installation, maintenance/repair and support of District issued hardware and software used by students and staff.
- D. Work in collaboration with the District IT staff to ensure computers, devices are prepared to support academic and business initiatives (testing, classroom, reporting, finance, transportation).
- E. Configure and install computers, devices and peripherals.
- F. Manage application deployment to desktops and laptops.
- G. Evaluate the performance of hardware and software and make recommendations for improvement.
- H. Perform basic and advanced level support to district technology equipment (computers, mobiles devices, printers, projectors, sound fields, whiteboards, and other classroom peripherals).
- I. Provide basic network administration including password administration, group maintenance, and security administration on district device and web-based systems.
- J. Respond to support issues as they are escalated from building level technical support staff and or lab assistants.
- K. Assist with the utilization of TIES student information system and connected modules.
- L. Provide support for district learning management systems (Moodle, Google Apps for Education, School Fusion, Schoology, Cloud Services).
- M. Manage mobile devices through Google Administration tool which includes updates, security and troubleshooting.
- N. Design, implement, and maintain the support structures for mobile devices.

- O. Ensure district-owned mobile devices will function within the LAN/WAN network and have appropriate security and updates implemented.
- P. Manage application deployment to mobile devices.
- Q. Set up and manage workflows to rollout mobile devices to classrooms, grade levels and departments.
- R. Provide support for web-based services.
- S. Suggest basic to moderate improvements and/or upgrades.
- T. Provide support for District owned software and applications.
- U. Provide technical guidance for teachers in a variety of instructional tools.

**30%** Provide ongoing maintenance of technology systems, network infrastructure, hardware & software

- A. Responsible for ensuring compliance with virus protection installs and updates.
- B. Work in collaboration with district technology coordinator to manage device image creation and deployment for approx. 50 unique device images.
- C. Provides support in the use of technology devices including school site visits to perform repairs, respond to help desk calls, classroom visitation, walk-in support and telephone support.
- D. Cover helpdesk for level 1 support and direct calls as appropriate that are not immediately addressable.
- E. Maintain technology infrastructure including such things as installing system upgrades, security, and patches, maintaining backup and disaster recovery systems.
- F. Perform routine maintenance of equipment and customizing and deploying software.
- G. Document network, information systems, device rollouts and communications.
- H. Assist with maintaining of network infrastructure to support high speed, low latency data, voice, and video on District owned fiber optic plant.
- I. Assist with maintenance of network applications and software: Active Directory; eDirectory; Groupwise; and application servers.
- J. Provide backup assistance for planned network maintenance, monitoring program integrity of servers, data center and applications.
- K. Collaborate and provide guidance of all security functions associated with information technology software applications, electronic communications systems, computing services, infrastructure, as well as building protection, and physical building security.
- L. Assist with creating secure communications across a wide range of applications, including multiple mobile operating systems.

**20%** Plan and implement strategies to manage replacement and repurposing of inventory of technology equipment, devices, and resources

- A. Support and maintain asset and inventory for district owned equipment, according to District policy and collection of equipment from purchase to recycle.
- B. Responsible for tracking, deploying and operating all electronic teaching devices, such as laptops, chromebooks, iPads, tablets, response systems, whiteboards.
- C. Install new equipment and reengineer and rotate existing equipment to accommodate a reasonable equipment replacement schedule.
- D. Inspect, clean, adjust and repair equipment as determined by inspection.
- E. Image new/used computers and issue to staff and labs.

**10%** Professional responsibilities, communication, documentation and coordination for the IT Department

- A. Assist staff in developing skills to manage routine technology issues without technology staff intervention.
- B. Ensure appropriate resolution to troubleshooting hardware and software issues.

- C. Communicate resolution or issue status to user(s) and director of technology.
- D. Provide documentation through helpdesk ticketing system for IT Department.
- E. Assist in checkout and management of devices for the IT department.
- F. Coordinate identification and deployment of necessary equipment and system access for newly hired staff members and changes needed due to staff reassignments, transfers, retirements and resignations.
- G. Research repair and upgrade costs.
- H. Participate in meetings, such as: building staff meeting, department meetings, open houses, and others as needed.
- I. Participate in technology conferences and professional growth activities to update awareness of current software, hardware and systems.
- J. Assist with system analysis, network analysis, information security and consult on policies to insure compliance and security best practices.

Performs other duties as assigned or requested.

## **WORK REQUIREMENTS AND CHARACTERISTICS:**

### **Education/Certification Requirement:**

- Associate's Degree or vocational training in computer science, information technology, management of information or related area. Minimum of 2 years of related experience.

### **Experience:**

- At least 2 years' experience with workstation and software support; experience with technology applications in an educational environment is required.
- At least 2 years' experience with technology, data management, systems integration, information systems is required.
- At least 2 years' experience supporting servers, networks, printers and troubleshooting hardware and software is required.
- Experience with customer service and support.
- Experience in K-12 Education is preferred.

### **Essential Skills Required to Perform the Work:**

- Ability to constantly make decisions and act within the district and building policies, procedures, and guidelines.
- Knowledge of educational technology, network administration and security of information systems.
- Knowledge of best practices for security of information systems.
- Understand the basics of information technology, including systems analysis, network analysis, programming, information security and business applications.
- Understand how hackers penetrate computer and mobile systems and how to properly secure each environment and apply ethical principles to gaining insight.
- Ability to work independently and prioritize within a demanding environment.
- Demonstrated knowledge of enterprise-level imaging, software installation and desktop management.
- Knowledge of wireless, switches, servers and other network hardware and services as available.
- Demonstrated knowledge and skills with various operating systems and application software.
- Ability to understand urgency of an issue.
- Strong written and verbal communication skills.
- Ability to follow written and verbal direction.

- Ability to give work direction, work as a team and interrelate with others.
- Ability to maintain confidentiality.
- Ability to work with interruptions, multi-task, organize and prioritize work assignments.
- Ability to vary sequence of duties.
- Ability to work collaboratively.
- Ability to provide courteous customer service relations.
- Ability to inter-relate with others and present a positive interaction with public, peers and administration in all communications.
- Possess troubleshooting ability.

**Machines, Tools, Equipment, Electronic Devices, and Software Required:**

- Operates PC and Macintosh workstations; multi-function printers/copiers/scanners; wireless/handheld devices; projectors; sound fields and projection displays.
- Performs maintenance and repairs on equipment as necessary.
- Utilizes software tools: email; educational software; print management; food service management; backup software; inventory management; antivirus management; web services; software distribution tools; User management; security management; desktop management, student information systems, security management, application software, internet browsers.
- Zenworks Control Center.

**Supervision of Other Employees:**

- This position does not provide supervision or work direction to other district employees.

**Physical Job Requirements:**

- Position includes sitting in the same position for extended periods of time and with continual computer keyboarding.
- Position involves moving about within the buildings and work area.
- Position lifts equipment or supplies typically not to exceed 50 pounds.
- Position includes listening and talking.

**Mental Job Requirements:**

- Position requires excellent communication skills, ability to analyze data to make decisions.
- Position involves multitasking and organizing and prioritizing work assignments while dealing with interruptions.
- Position involves responding to multiple and, at most times, simultaneous requests for assistance from administrators, building staff and teachers.
- Position manages multiple projects and deals with many deadlines.
- Position requires need for extreme accuracy on a daily as well as permanent basis.
- Position involves problem solving and troubleshooting complex issues on own initiative.
- Position involves learning new technologies and systems integrations on own initiative.
- Position involves exploring options, advising, and selecting among solutions.

**Working Conditions:**

- Majority of work is performed in an office setting in a school building with little exposure to the outdoors.
- Position involves travel between buildings.
- Position involves exposure to server and electrical equipment, noise and dust from hardware.
- Position involves frequent exposure to printer inks and toner.

**Job Outcomes:**

- Projects a positive, cooperative and respectful attitude with students, parents, other employees and community members.
- Provides technical expertise, consult with, advise and collaborate with staff concerning issues, objectives, goals, and strategies for the integration of technology throughout the District.
- Assist with maintenance of network infrastructure, servers, storage, and system applications so system run efficiently and smoothly.
- Provide technical expertise, consult with, advise and collaborate with staff concerning security of information systems.
- Supports teachers, staff, parents and student clients by providing technical support via the telephone and remote access.
- Constructively contribute to the daily operations in the IT Department.
- Provides expertise, technical support and guidance that will encourage staff to make full use of available educational technology.
- Supports academic mission, district goals and policies.

***This description describes the general nature and work expected of an individual assigned to This position. Employees may be required to perform other job-related duties as requested by their supervisor. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.***