



Job Description

Prepared/Revised: January 2024

Job Title: **Network Technician**
 Job Family: **Non-Certified**
 Pay Program: **Administrative**
 Typical Work Year: **12 months**

Job Code: **090533**
 FLSA Status: **Exempt - C**
 Pay Range: **L04**

SUMMARY: Engineers, maintains, and monitors, the operation of the organization’s Cabling, VoIP, and Telecommunications Infrastructure. Provides technical support related to the District communications infrastructure including installing, configuring, maintaining, and repairing network systems and components consistent with the organization’s short- and long-term objectives. Implements network policies and procedures and ensures adherence to District network availability and security standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Troubleshoot, analyze, and maintain IT network and telecommunications copper cabling, logical linkage,, and device infrastructure. Provide incident response at an escalated level to support network services to the District’s mission critical systems.	D	20%
2. Provides support to District departments and facilities for network-related power / UPS, cabinets, racks and data closets. Coordinates activities with end users to ensure work is performed timely and at times when it does not disrupt District operations. Coordinates work as required with vendors ensuring installations meet District specifications and standards.	D	20%
3. Provide installation and maintenance of Voice over IP hardware, voice mail, call recording, e911, and lockdown integrations.	W	10%
4. Maintains coverage of a broad set of technologies while taking on a primary responsibility such as the following assignments that can change depending on District need: <ul style="list-style-type: none"> ● Programming and maintaining VoIP systems, telecom gateways, and telecommunications devices, Voice over IP hardware, voice mail, call recording, e911, and lockdown integrations ● Installing and managing cabling, IoT devices, UPS, and building operations technologies ● Troubleshooting and analysis of building and WAN switch infrastructure as it relates to end-user device functionality ● Provide support for District fiber optic networks including in-building multi-mode fiber, OSP (Outside Plant) regional dark fiber WAN in response to adds, moves, changes, and 811-related incident response. ● Providing Hardware Repair and integration in relation to the District switching and fleet systems. ● Other areas of specialization that emerge in technological changes and District needs. 	D	20%
5. Communicate and coordinate with other District IT teams and other District Departments as required. Provide timely communications of service risks, interruptions, and infrastructure changes. Elevate higher level issues requiring additional support to Network and Infrastructure Teams as needed for resolution.	W	10%
6. Provide support for enterprise systems projects including District technical specifications, service level agreements / policies, user moves and changes, and network improvements.	W	5%
7. Perform other duties as assigned.	Ongoing	5%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Associate’s degree in computer science or equivalent major. Two years of relevant experience may be substituted for this requirement.
- Substantive relevant experience in the installation and maintenance of enterprise VoIP and / or infrastructure cabling systems.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Knowledge of VoIP network design, installation, and maintenance

- Knowledge of Ethernet networking and logical connection testing
- Knowledge of Category 5e and Category 6A cabling systems
- Familiarity with multi-mode and single mode fiber connections
- Experience with projects utilizing BICSI cabling standards, data center design, and outside plant design is highly desirable
- Ability to troubleshoot and resolve network cabling issues
- Strong organizational skills and ability to multi-task with minimal supervision
- Ability to function in a team-based environment with the ability to share knowledge and a willingness to learn from the other team members
- Strong commitment to customer service
- Strong oral and written communication skills, including the ability to communicate effectively with staff with various levels of technical ability
- Strong critical thinking and problem-solving skills
- Ability to promote and follow Board of Education policies, District policies, building and department procedures.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cyber-security with respect to student and staff data, and related information systems. Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Knowledge of VoIP systems design and general network design. Experience with MiTel VoIP systems and hardware is a plus
- Knowledge of Fluke or similar networking testing hardware, network analyzers, and packet capture
- Familiarity with enterprise network and communications infrastructure
- Knowledge of and experience with Google and Microsoft Office, including knowledge and experience with Microsoft Visio
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.
- Advanced operating knowledge of and experience with personal computers and peripherals

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Strategic Technologies Initiatives Executive Director, Academic Computing Services Executive Director, Director, Field Engineering, or Infrastructure Engineering Manager	3042, 090532, 090538, or 130901

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- None

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands and fingers to handle and/or feel			X	
Reach with hands and arms			X	

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate		X		
Instruct		X		
Compute				X
Synthesize		X		
Evaluate			X	
Interpersonal Skills			X	
Compile				X
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	