

27J SCHOOLS EXEMPT POSITION JOB DESCRIPTION

Job Title: Senior Network Specialist -Wired
Date Prepared or Last Modified: December 2020
Work Year: 12 months
Department: Technology
Reports To: Supervisor of Technology

SUMMARY Analyzes, plans, designs, installs, and maintains local/wide area network systems and software. Analyzes and resolves problems with network systems. Recommends the purchase of network and microcomputer hardware, software and technical equipment. May plan, assign, direct, and inspect the work of network technicians.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

D 55% Provides level three technical support relating to malfunctions in existing network to ensure minimal user impact from equipment failures; monitors networks; monitors network performance and recommends strategies for improvement.

M 5% Perform complex network equipment configuration and installations.

D 10% Troubleshoot, isolate, implement and recommend corrective action based on network problems impacting multiple buildings, including core networking/security devices.

D 10% Configure, maintain, and troubleshoot network routing, and/or switching, and/or network security devices (such as firewalls or VPNs).

A 5% Provide contributions to the strategic network plan. Provide knowledge-sharing for networking staff. Perform information gathering and discovery/confirmation diagnostics during wide-spread outages.

M 5% Install/replace optics or modules in routers as well as make final physical connections for new links between backbone devices or backbone and building devices.

M 5% Schedule and perform software upgrades including the uploading, testing and validation of network equipment software.

Ongoing 5% Perform other duties as assigned.

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.

EDUCATION AND TRAINING: Bachelor's degree in computer science, information systems or related field required.

EXPERIENCE: Requires a minimum of eight years of appropriate network experience.

SKILLS, KNOWLEDGE, & EQUIPMENT Strong customer service, problem solving, management, and communication skills. Ability to handle difficult customers with professionalism and courtesy. Ability to work flexible hours. Knowledge of network operating systems, network architecture, and data communications technology, protocols, and configurations. Operating knowledge of and experience with microcomputers, Windows 2008/2013 software and servers, TCP/IP, Switches and routers, VoiceMail system, phone switch equipment, and peripherals.

CERTIFICATES, LICENSES, & REGISTRATIONS Cisco Network Engineer, Palo Alto Engineer. .

SUPERVISION/TECHNICAL RESPONSIBILITY This job has no supervisory responsibilities. Acts as a technical resource for individuals throughout the district regarding computer hardware, software, networking, data processing, and voice/data/video issues.

JUDGMENT AND DECISION MAKING Work is self-directed and assigned by Supervisor of Technology, trouble tickets generated by the help desk and as a result of participating in projects requiring network additions, upgrades and migrations. Requires detailed analysis and application of technical and professional knowledge to analyze, evaluate, support, and

problem solve issues related to network, hardware, software, and voice/data/video systems. Work is guided by district and department policies and procedures and system specifications. Major decisions frequently require collaboration with supervisor and end users throughout the district. Supervisor is involved in approval of major decisions.

DIVERSITY OF DUTIES Duties include anything related to network services and its operations and how that supports our business and academic processes, including a working experience in the planning, design, installation and maintenance of WANs running Microsoft operating systems. Requires and understanding of microcomputers; voice/data/video networks and systems; operating systems, hardware, and software specific to the district; district policies and procedures; troubleshooting skills; and technology requirements of K-12 schools and administration.

SAFETY TO SELF AND OTHERS High exposure to self to repetitive motion injuries due to keyboarding. Medium exposure to self to cuts due to hand tools and heat burns due to working on/with hot computer equipment and peripherals. Low exposure to self to hernia due to lifting and moving equipment.

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 DEMANDS While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 80 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

MENTAL FUNCTIONS While performing the duties of this job, the employee is regularly required to compare, analyze, communicate, compute, synthesize, evaluate, and use interpersonal skills, and compile. Frequently required to copy, coordinate, instruct, compile and negotiate.