CLARKSDALE MUNICIPAL SCHOOL DISTRICT
NETWORK TECHNICIAN
JOB DESCRIPTION

QUALIFICATIONS:

1. High school diploma or equivalent.
2. Graduation from an accredited electronic technical school preferred.
3. Two (2) years successful experience in technology support.
4. Successful experience with network support, end user support, server support with emphasis in network operating systems.
5. Valid Mississippi Driver's license.
6. Satisfactory criminal background check and drug screening.

KNOWLEDGE, SKILLS AND ABILITIES:

Extensive troubleshooting skills to provide accurate and fast network repairs utilizing a variety of tools. Ability to work under pressure with no supervision on several projects simultaneously. Extensive knowledge of industry standards in networking software and hardware. Familiarity with many operating systems and network server operating systems. Ability to communicate orally and in writing. Ability to plan, organize and establish priorities related to assignment. Ability to carry out job responsibilities and handle sensitive information in a confidential manner. Ability to work independently and make decisions with minimum supervision. Ability to handle multiple tasks in a professional and courteous manner. Ability to answer a telephone in a professional and courteous manner. Ability to work cooperatively with others.

REPORTS TO:

Director of Technology

JOB GOAL

To support networks, hardware, equipment and software used in the performance of the instructional and administrative functions for the school district.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

Service Delivery

1. Design and implement computer system/network configurations, procedures and policies.
2. Install, configure, and upgrade computer hardware and attached peripherals, network operating systems, other software, and associated cabling and wiring.
3. Troubleshoot end-user problems supporting work stations and network servers of varying platforms.

NETWORK TECHNICIAN (Continued)

4. Provide hardware, software, and network training and support to school and department staff.
5. Support and maintain software and hardware for all schools, departments and networks.
6. Install, maintain and use network monitoring and network analyzing tools.
7. Identify potential network security threats and respond to security violations.
8. Initiate routine diagnostics to isolate causes of system failures and make minor equipment repairs.
9. Investigate and solve equipment and software problems.
10. Maintain documentation relating to network design and changes, router configurations.
11. Demonstrate initiative in the performance of assigned responsibilities.

Employee Qualities/Responsibilities

12. Meet and deal effectively with the general public, staff members, parents, administrators and other contact persons using tact and good judgment.
13. Follow attendance, punctuality and other qualities of an appropriate work ethic.
14. Ensure adherence to good safety standards.
15. Maintain confidentiality regarding school/workplace matters.
16. Model and maintain high ethical standards.
17. Maintain expertise in assigned area to fulfill position goals and objectives.
18. Participate successfully in the training programs offered to increase skill and proficiency related to assignment.
19. Keep abreast of current technology in distributed computer and networking systems.

Inter/Intra-Agency Communication and Delivery

21. Exercise service orientation when working with others.
22. Keep supervisor informed of potential problems or unusual events.
23. Use effective, positive interpersonal communication skills.
24. Respond to inquiries and concerns in a timely manner.
25. Serve on school/district committees as required or appropriate.
26. Serve as data communications liaison with schools, departments, vendors and service providers.

System Support

27. Exhibit interpersonal skills to work as an effective team member.
28. Follow federal and state laws as well as School Board policies, rules and regulations.
29. Demonstrate support for the school district and its goals and priorities.
30. Demonstrate initiative in identifying potential problems or opportunities for improvement.
31. Prepare or assist in the preparation of all required reports and maintain all appropriate records.

32. Participate in cross-training activities as required.

Perform other tasks consistent with the goals and objectives of this position.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the district's approved compensation plan.

Length of the work year and hours of employment shall be those established by the district.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.