TITLE: Network Technician

GENERAL SUMMMARY

This position will work closely with the Computer Repair and Telecommunications Technicians. Primary responsibility is to maintain the district computer network, including planning, installation of equipment, monitoring and troubleshooting network systems. Network Technician will provide support to district sites in upgrading an effective LAN/WAN.

MINIMUM QUALIFICATIONS

Education and Experience

- Degree in computer science involving significant computer and program applications or completion of two years of vocational training in data network communications related field, or five years experience in networking field.
- Responsible professional work experience in networking multi-vendor platforms MS-DOS Windows and Macintosh AppleShare NT
- Experience with data communications components including various protocols and hardware.
- Experience in solving user problems with AppleTalk and TCP/IP environments over E Ethernet.
- Experience with Apple Macintosh PC systems . Familiarity with AppleShare and Windows NT desired.
- Experience in technical training desired.
- Experience in technical repairs.

Required Knowledge, Skills, and Abilities

- Ability to configure file servers/routers/hubs/gateways for maximum security and efficiency
- Ability to work in team environment and maintain good working relationships
- Ability to learn new technologies and solve end-user problems
- Ability to work courteously and patiently with peers and patrons
- Ability to determine daily work priorities in alignment with organization goals
- Ability to identify potential problems, efficiencies and economics
- Ability to coordinate work activities with supervisor to ensure efficient service delivery
- Ability to work under pressure and meet tight time lines
- Ability to effectively instruct others in classroom and non-classroom environments

- Ability to clearly communicate technical information and instruction to non-technical users
- Ability to effectively listen and understand client's needs
- Skill in dealing with difficult and/or frustrated users
- Ability to determine, and maintain, appropriate telecommunications inventory levels necessary to ensure timely and cost-effective repairs
- Ability to lift and carry up to 55 pounds
- Knowledge of and experience with, data communications components including various protocols and hardware
- Knowledge in telnet, wireless and networks

DUTIES AND RESPONSIBILTIES

- Provide end-user assistance, engineer technical solutions, and provide primary support services to LAN and WAN.
- Provide day-to-day troubleshooting and corrective maintenance related to data network services including Internet connection, configuration of applications, and desktop hardware.
- Implement a system for maintaining equipment inventories, stock supply records and order and repair records.
- Enhance the networking skill-sets of team members through technology transfer efforts.
- Keep abreast of network computing trends as well as appropriate technology parameters in preparation for project proposals and recommendations.
- Assist with selection and installation of software and hardware.
- Assist district personnel in making software and hardware selections.
- Provide classroom software training as directed by Technology Director.
- Perform other related tasks and responsibilities as assigned by Technology Director.

SUPERVISOR: Technology Director

11/5/04