


Fremont Union High School District
Position: Senior Network Systems Specialist

Department/Site:	District Office	Range:	119
Reports to/ Evaluated by:	Technology Administrator	Work Year:	245
		Months:	12

Summary of Basic Functions & Responsibilities

Under the supervision of the Technology Administrator, designs, installs, configures, monitors, operates, and maintains server hardware and software for one or more local networks and multiple platforms governing data communications among personal computers. Participates in the installation and configuration of wide-area networks. Installs, configures, troubleshoots, and services networked computer workstations and related equipment and software used in administrative and instructional lab environments. Provides advanced technical support and help functions that relate to computer hardware and software, data communications, and connectivity. Understands and works effectively with people of differing cultures.

Essential Duties & Responsibilities

Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

End User Support:

- Provides technical support for standard desktop/laptop computer hardware, software, and applications as well as specialized internal information systems.
- Setup, configuration, and troubleshooting of user systems including phone, email, etc.
- Troubleshooting to resolve user network hardware and operations problems including, but not limited to, internet access, e-mail, file and print server access, and wireless connectivity.
- Configures and supports audio-visual equipment for use in classrooms, conference rooms, board meetings, and events; advises staff on the use of related equipment.
- Ensures that audio-visual and sound system equipment function properly in classrooms, meeting spaces, and before and during events.

Network Hardware/Software & Security

- Configure, test, and maintain LAN/WAN, VoIP, voicemail, video, security, software defined networks and related services.
- Identify, diagnose, and resolve network problems using the OSI (Open System Interconnection) model for troubleshooting.
- Maintain and support LAN/WAN environment and ensure all network equipment has the latest security patches.
- Utilize various network monitoring tools to monitor the network and to respond to network incidents.

- Provide network services for Windows, Unix and Linux server environment, DHCP and DNS services, and IP configuration.
- Provide daily maintenance and problem resolution, operating system patches, and software upgrades, and routine hardware configuration.
- Stay up to date with evolving industry standards for networking technologies, standards and practices.
- Advise and collaborate with the Technology Director on district network design, need for upgrades, and new systems.
- Assists in the establishment of security guidelines and the implementation of software security programs including web filtering and antivirus/malware.
- Identify security risks, performs threat assessment, and helps develop incident response processes and practices
- End-user security education, including best practices for password management, security best practices, and risk and threat identification.

Network Systems & Devices

- Proficiency in administering and troubleshooting Active Directory, Windows Server, Office 365, Google Apps, Exchange, server virtualization and other systems.
- Manage network security systems including firewalls (Cisco ASA), anti-virus (Carbon Black), email security (Proofpoint), web filtering (Securely).
- Implements and maintains protocols and procedural controls for computer imaging systems, Mobile Device Management (MDM), and networked computer management systems.

Infrastructure & Communications

- Strong understanding of IT systems interactions with a wide variety of client platforms including Apple, Android and Microsoft, in a high-density client environment that includes one-to-one student use and BYOD.
- Requires in-depth technical knowledge of user applications including Microsoft Office, Adobe Acrobat and Creative Cloud, Google Apps, Exchange Mail, and web browsers.
- Strong knowledge of enterprise networking systems, protocols and interactions including switching, routing, VLANs, DNS, DHCP and other networking protocols.

Qualifications Knowledge and Skills:

- Requires in-depth technical knowledge of desktop and mobile computer operating systems such as Mac, Windows, Chrome, Android.
- Stay up to date with new technologies and systems as they emerge.
- Proficient in setting up new equipment, troubleshooting and performing routine maintenance.
- In depth technical knowledge of personal computer-based local area networks, network operations, connectivity between servers, and integration of data and telecommunications.
- Requires knowledge of the following topologies and protocols: TCP/IP, IPX/SPX, NetBEUI, IGRP, Ethernet, and Access Lists.

Physical Abilities:

- Required to perform work of a sedentary to moderately active nature.
- Requires ambulatory ability to move to various offices and locations and to bend, stoop, crawl and reach to install cables and equipment.
- Requires sufficient hand eye coordination and dexterity to make small component connections.
- Requires sufficient visual acuity to read technical documents and instructions and align small components.
- Requires sufficient auditory ability to carry on routine conversations.
- Requires the ability to lift, push, and pull objects of medium weight (less than 50 lbs.) on an occasional basis.
- Requires the ability to work in confined areas having noise and ventilation considerations.
- Under some circumstances, further testing may be required to determine if an applicant is able to perform the essential duties with or without reasonable accommodation.

Education:

- The position may require the equivalent to a bachelor's degree in Computer Science, Information Systems/Technology or other related technical field and 5 years of experience in the setup of networked computer workstations and computer technical support.

Licenses & Certificates:

- Requires a valid Driver's License.
- Requires fingerprint clearance from the Department of Justice and Federal Bureau of Investigation.

Working Conditions:

- Work is performed in a high school library/media center subject to lifting, carrying, bending and stooping subject to constant interruptions.

Approved by the Board of Trustees at their Regular Meeting on 9-10-2024.