

Inter-Lakes School District

Job Description



Title: Network Assistant/Technician	Date: July 1, 2024
Classification: Non-Exempt	Terms of Employment: Full-time
Reports To: Technology Director	Supervises: n/a

QUALIFICATIONS:

1. Associate's degree in Computer Science, Information Technology, or a related field; or equivalent experience.
2. Strong customer service orientation.
3. Good communication and interpersonal skills to interact effectively with diverse stakeholders.
4. Strong problem-solving skills.
5. Ability to communicate ideas in both technical and user-friendly language.
6. Highly self-motivated, self-directed, and attentive to detail.

JOB OBJECTIVE:

The Networking Assistant/ Technician will support the day-to-day IT needs of the District while also working with the System Administrator to configure, monitor, and troubleshoot local area networks (LANs), wide area networks (WANs), and wireless networks to ensure optimal functionality.

ESSENTIAL JOB FUNCTIONS*:

1. Support the HelpDesk mission by responding to the technology needs of the staff and students, including:
 - a. Maintenance of desktops, laptops, Chromebooks and other district provided end user devices.
 - b. Installation, update, and optimize software on all district owned computing systems.
 - c. Providing onsite presentation support for all classroom technology and guest presenters.
 - d. Providing support for all aspects of the Google Workspace (formerly GSuite) suite of tools.
 - e. Providing support for all printing efforts.
 - f. Providing support for end user network connectivity issues.
2. Assist with planning, coordination, and implementation of network security measures including, but not limited to, firewalls, IDS/IPS systems, and filtering systems in order to protect data, software, and hardware.
3. Assistant with management and optimization of a virtual hyperconverged server platform.
4. Perform data and firmware backups and disaster recovery operations.
5. Support district VoIP phone systems via a managed PBX system.
6. Assist with application of updates, patches, and configuration changes as needed to maintain proper security and performance of all district operating systems.
7. Assist with installation and maintenance of network cabling and other networking equipment such as access points, equipment racks, switches, and UPS.
8. This position may require on-call responsibility for addressing network or system outages if the Director of Technology and System Administrator is not available.

SKILLS

1. Fluency with current network and computer operating systems, protocols, and standards.
2. Basic knowledge of network protocols, hardware, and software (e.g., routers, switches, firewalls).
3. Familiarity with troubleshooting connectivity issues.

4. Strong understanding of VLAN and subnetting, software-defined networking, wireless networking, including access control systems and role-based privileges. Proven success in IT systems planning, security principles, and general software management best practices.
5. Excellent hardware and software troubleshooting experience.
6. Extensive application support experience.

WORKING CONDITIONS:

Work is primarily in a shared office environment. While performing the duties of this job, the employee is frequently required to sit, walk, stand, bend and lift. Some travel is required.

OTHER:

Please note this job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and actives may change at any time with or without notice.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name (Print)

Date

Employee Signature

***External and internal applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**