

CLASSIFIED JOB DESCRIPTION

NETWORK TECHNICIAN

JOB SUMMARY:

Under the general direction of the Technology Support Supervisor and Network Manager, supports Education Service and Support Center and District network. This includes installing, configuring, maintaining, and optimizing all server hardware and software, network infrastructure equipment, and communication links while ensuring minimal downtime.

ESSENTIAL JOB FUNCTIONS:

- Installs, maintains, troubleshoots, repairs, or replaces network attached equipment and computer servers.
- Works with the Network Manager in deploying and managing network equipment, replacing faulty network equipment, and resolving issues with the data and voice networks.
- Collaboratively works with senior system administrators on the maintenance of application servers, database servers, web servers, and other Information Technology infrastructure servers and appliances.
- Installs, maintains, troubleshoots, repairs, or replaces telephone equipment such as TDM PBX, and IP Unified Communications servers, communication protocols gateways, phones, hardware and software operator consoles, wired, and wireless headsets.
- Installs, maintains, troubleshoots, repairs, or replaces cable plant components, such as CAT 5 or CAT 6 cable, fiber-optic cable, patch panels, wall connectors, video, and audio cables.
- Installs, maintains, troubleshoots, repairs, or replaces Cable TV components, LCD projectors, document cameras, security cameras, intercom systems, sound systems, and other audio and video equipment.
- Installs, maintains, troubleshoots, repairs, or replaces network printers.
- Responds to Help Desk calls for support.
- Installs and supports District standard software products.
- Tracks charge backs of equipment repair costs to District departments and schools.
- Works flexible hours to accommodate maintenance windows scheduled for after school and business hours or weekend days, according to departmental needs.
- Performs related duties as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Knowledge of a wide variety of IT infrastructure tools and components to provide business and instructional technology services; theory and practice of management and system administration procedures, including but not limited to operating system upgrades, updates, patching, problem troubleshooting, and maintenance practices to ensure acceptable uptime and functionality; application software installation and upgrade procedures, audio and video conferencing components, audio and video equipment and control systems, telecommunication services, asset management policies, computer hardware maintenance options and procedures, equipment power and cooling requirements, software maintenance options and procedures, equipment integration (e.g., cameras, media players,

computers), District physical infrastructure, network infrastructure, operating systems, printing components, relevant technology standards and building codes, and software licensing terms.

- Ability to manufacture and install audio, data, and video cables; install and upgrade: audio and video equipment, digital video projectors, network hardware components, end-user computer and server peripherals (e.g., disk drives, network cards), computer system memory, network printers, low voltage systems, telephone equipment, commercial off-the-shelf software products, operating systems, and hardware device drivers; configure low voltage equipment, network hardware, printers, network addressing, network settings, resource settings for hardware, software settings, system BIOS; establish physical cable connections for computers, network devices, printers, servers, audio and video equipment, and telephone equipment; setup and operate audio and video conferencing components; perform basic network equipment configuration and printer maintenance; resolve network or computer hardware failures; troubleshoot problems with application software, audio and video systems, computer hardware, low voltage systems, network connectivity, operating system, network printers, server hardware, and telephone equipment.
- Ability to effectively convey information in non-technical terms, collect and maintain inventory of assets; gather data for planning and strategy development by IT managers; deliver end-user training; develop written technical documentation; document solutions to develop and expand technology knowledge base; efficiently maintain documentation for future retrieval; identify documentation gaps; and synthesize information from various sources.
- Understanding of audio and video transmission networks, best security practices, client/server communications, media distribution options (e.g., live webcasts, closed circuit TV), network bandwidth demands, network addressing, network communication protocols, network infrastructure and services, and telephony technologies (e.g., VoIP, TDM.)
- Valid California driver's license and insurability for operation of District vehicles.
- **ADDITIONAL SKILLS INCLUDE:**
 - Excellent oral and written communication skills.
 - Ability to collaborate with others in problem solving and project implementation.
 - Ability to search for relevant information in order to resolve complex problems.
 - A disposition to provide excellent customer service.
 - Ability to continuously learn to improve and expand knowledge relevant to this position.
- **EDUCATION:** High school diploma or GED required with a relevant academic degree or recognized CompTIA Network+ High-Tech industry certification in Network+ preferred, plus significant experience in network and systems installation, operations and troubleshooting. Qualified candidates will have three (3) years directly related experience including: installing and supporting IT systems administration, local area networks, voice networks, and video networks. Candidates with a comparable combination of professional experience and education will receive equal consideration with adequate

and detailed proof.

- **WORKING CONDITIONS AND PHYSICAL ABILITIES:** Must be able to hear and speak to exchange information; see to perform assigned duties; stand for extended periods of time; possess dexterity of hands and fingers to operate a computer, office equipment, and tools; kneel; bend at the waist; reach overhead, above the shoulder, and horizontally to retrieve, store, and work on supplies and equipment; climb ladders; and lift objects up to 75 lbs.

Classified Salary Schedule: Range 44

BOARD APPROVED: 06/02/09

REVISION DATES: 10/05/16

08/10/22

07/17/23

08/09/2023