Work days/month: 245 days/12 months	**Salary:** Range 45 (https://www.sesd.org/Page/719)

Basic Functions:

- Under the direction of the assigned supervisor, provide technical support services to provide Districtwide networks; troubleshoot, repair, maintain, and upgrade computer and network systems as well as other related components; provide technical assistance and training to District staff.

Essential Duties & Responsibilities:

- Provide technical support services to users regarding hardware, software, and network-related issues; monitor and maintain District networks, servers, operating systems, software, databases, and fiber optic and copper cabling connections.
- Train staff in the proper operation of information systems and technology; drive a vehicle to various District sites to conduct work.
- Troubleshoot, repair, maintain, and upgrade computer and network systems and related components; provide timely diagnosis and resolution of problems and malfunctions in computer and Local Area Network(LAN) and Wide Area Network (WAN) failures; assure service disruptions are kept to a minimum.
- Maintain a reliable backup system for District and school site servers; generate and maintain redundant backups and archiving of work for all staff.
- Research, evaluate, and recommend the purchase of computers, networks, peripheral equipment, and software and hardware for compatibility, user needs, and District requirements.
- Coordinate vendor and maintenance contracts with outside contractors for networking technologies; provide technical assistance to vendors and consultants of LAN and WAN issues; arrange for major repairs of equipment.
- Communicate with District staff, other departments, and outside agencies to exchange information, resolve issues, and coordinate activities.
- Serve as the District postmaster and e-mail specialist; maintain TCP/IP addressing scheme, develop and maintain network authentication strategies, add and remove users.
- Maintain network security policies, as well as network and client-level system intrusion, malware, and virus prevention.
- Operate and maintain a variety of specialized equipment and various software related to the upgrade, installation, and repair of computer systems; utilize a variety of hand and power tools to make repairs.
- Prepare and maintain a variety of records related to work performed and materials used.
- Attend and participate in meetings and conferences related to computer technology to maintain current knowledge of technological advances in the field.
- Oversee network security, prevent unauthorized access, and preserve network reliability.
- Design and oversee assigned projects.
- Anticipate emerging and long-range system issues and develop appropriate strategies.
- Maintain confidentiality and comply with governmental laws and regulations, as well as District policies and procedures.
- Perform other duties as assigned by the supervisor.

Knowledge:

- Computer hardware systems and software applications utilized by the District.
- Authentication and user/system management technologies and strategies.
- Multiple operating systems as they pertain to end-user services and infrastructure support tools.
- Database structures, online applications, and system capabilities of the District's computer systems.
- Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
- Technical aspects of LAN and WAN system operations and maintenance.
- Communications and networking equipment such as hubs, switches, and routers.
- Technical aspects of the field of specialty.
- Copyright laws related to computer technology.
- Local vendors and sources of supply.
- Basic inventory/instructional methods and practices.
- Record-keeping techniques.
- Interpersonal skills using tact, patience, and courtesy.

Abilities:

- Troubleshoot, repair, maintain, and upgrade computer and network systems and related components.
- Design and configure networks and networking hardware.
- Provide technical support services to provide District-wide networks.
- Provide technical assistance and training to District staff.
- Diagnose computer-related problems, determining if the problem is hardware or software.
- Research, evaluate, and recommend new system hardware and software.
- Maintain current knowledge of technological advances in the field.
- Plan and organize work to meet schedules and timelines.
- Maintain records and prepare reports.
- Communicate effectively both verbally and in writing.
- Work independently with ~~little~~ minimal direction.
- Exhibit positive interpersonal skills that result in excellent customer service and positive working relationships with others.

Education and Experience:

- Any combination equivalent to an associate's degree in computer science or a related field and three years of responsible experience in the evaluation, installation, maintenance, and repair of computer systems, networks, and related equipment.

Required Licenses & Certificates:

- A valid driver's license.
- Fingerprint clearance from the Department of Justice and Federal Bureau of Investigation.

Working Conditions:

1. **Environment:**
   - Office environment.
   - Driving a vehicle to conduct work.

2. **Physical Requirements:**
   - Visual acuity to read a variety of materials in both print and digital formats.
   - Auditory ability to exchange information.
   - Sitting/standing for extended periods.
   - Dexterity of hands and fingers to operate a computer keyboard and other office equipment.
   - Kneeling, bending at the waist, and reaching overhead, above the shoulders, and horizontally, to retrieve and store files and supplies.
   - Lifting, carrying, pushing, or pulling moderately heavy objects, up to 50 pounds.

Terms of Employment:

- Salary and terms of employment are described in the Agreement between the Sunnyvale School District and the California School Employees Association (CSEA).

Evaluation:

- The performance of this job will be evaluated in accordance with the Agreement between the Sunnyvale School District and the California School Employees Association (CSEA).