

## **Laguna Beach Unified School District**

### **Job Description: NETWORK and SYSTEMS TECHNICIAN**

#### **BASIC FUNCTION:**

Under the supervision of the Chief Technology Officer, perform tasks related to the operation, maintenance, and basic troubleshooting of the District's data and video communications network. This role focuses on supporting secure and efficient network and server infrastructure to meet district connectivity and security goals.

#### **ESSENTIAL DUTIES:**

- Support local and wide area networks (LAN/WAN), including routine maintenance of servers, routers, switches, and firewalls
- Assist in troubleshooting network connectivity and configuration issues
- Monitor virtual infrastructure, such as VMware servers and storage area networks (SAN)
- Provide basic support for VoIP systems, particularly Cisco Unified Communications
- Help implement network security measures and assist with disaster recovery procedures
- Monitor system performance and report issues to senior staff
- Provide technical support to minimize disruption to operations
- Document network issues and resolutions clearly and accurately
- Assist with deployment, testing, and basic training on new technology hardware and software
- Support the maintenance and security of Google Workspace for Education
- Monitor and maintain district internet filtering software
- Assist in the implementation of network-related strategic plans

#### **OTHER REPRESENTATIVE DUTIES:**

- Stay updated with current technology trends
- Operate office equipment and utilize software as assigned
- Perform other related duties as assigned

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

##### **Knowledge of:**

- Basic network installation, configuration, operation, troubleshooting, and maintenance practices
- Computer hardware, software, and peripheral equipment used in district networks
- Cabling systems, routers, switches, and related network equipment
- Operating systems, software applications, and basic network administration
- Customer service techniques

- Oral and written communication skills

**Ability to:**

- Provide technical support and assistance to district personnel
- Identify and resolve basic hardware and software issues
- Understand and apply network diagrams and basic network documentation
- Use technical reference manuals and troubleshooting guides effectively
- Plan, prioritize, and organize assigned work
- Communicate effectively and maintain positive working relationships
- Meet schedules, timelines, and attendance requirements

**MINIMUM QUALIFICATIONS:****Education:**

Bachelor's degree in computer science, information management systems or a related field. CompTIA Network+, Cisco CCNA Entry-Level, Google IT Support Professional, or similar certifications are desirable.

**Experience:**

Two years of experience in network support or technical assistance in a related computing environment.

**Personal Qualities:**

- Independent Worker
- Professional appearance
- Willingness to assume a wide range of responsibilities
- Willingness to learn new skills
- Willingness to continuously improve
- Pleasant interpersonal skills
- Good organizational skills
- Commitment to professional courtesy
- Commitment to professional responsibility
- High intrinsic motivation

**WORKING CONDITIONS:****Environment:**

- Primarily an indoor work environment
- Occasional work in dark/dusty confined spaces
- Occasional evening or weekend work for network maintenance or emergencies

### **Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is required to demonstrate:

- Ability to frequently stand, sit, reach, grasp, stoop, bend, twist, kneel, squat, and twist
- Ability to frequently lift, push, pull, and/or move up to 15 pounds, occasionally move or lift up to 25 pounds, and occasionally move or lift up to 50 pounds with assistance
- Ability to see for the purposes of reading instructional materials, documents, and other printed matter, for observing students, and for the safe operation of equipment
- Ability to hear and understand speech at normal levels in person or on the telephone
- Ability to communicate so others will be able to clearly understand a normal conversation
- Ability to operate office equipment with dexterity in a safe and efficient manner

### **Operation of Vehicles, Machinery, and Equipment Requirements:**

- Ability to travel promptly to various district locations as needed

### **Mental and Emotional Requirements:**

- Follow written and oral instructions accurately
- Work independently and collaboratively under supervision
- Maintain focus under deadlines and handle multiple tasks effectively
- Establish positive relationships with district staff

### **Hazards:**

- Working with electronic equipment that carries the risk of electrical shock

### **SPECIAL REQUIREMENTS:**

Applicants must successfully pass the skill test administered by the District and speak, read, and write in English.