

Ontario–Montclair School District

CLASS SPECIFICATION Network/Systems Technician Range 55

GENERAL PURPOSE

Under general supervision of the Director and or Designee, performs highly responsible and complex professional and technical tasks in the installation and maintenance of enterprise-wide networks; provides technical support and problem resolution services for the operation and use of District technology equipment, District network infrastructure and standard operating software; and performs related duties as assigned. This classification also provides support that includes, but is not limited to, enterprise systems, networked systems (active directory, DNS, DHCP, Computer/Device management systems) as well as IP Telephony (VoIP) support. The incumbent provides troubleshooting, monitoring, design and problem resolution for networks that exist in a mixed environment that includes interconnections of Fiber, Copper, and Wireless infrastructures, as well as connected systems of Routers, Switches, Servers and other networking equipment.

DISTINGUISHING CHARACTERISTICS

Information Services Network/Systems Technician provides high-level technology support to District network systems and users. This incumbent is responsible for service, support, monitoring, installation, maintenance, and administration of District-wide Network Infrastructure and Enterprise Management Systems including Virtual Infrastructure, Desktop and Device Management Systems, Storage Area Network (SAN), Advance Power Backup Systems, VOIP, SNNP, Network Management Systems, Wide area and Local Area networks, TCP/IP and sub-netting, VLANS, Cisco IOS and operating system software which typically involve more complex hardware/applications/systems integration issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Serves as the initial and primary point of contact for District clients/users requesting technical assistance for PC's, printers and other peripherals and network connectivity and other application services; troubleshoots, diagnoses and resolves second-level hardware, software and network connectivity problems;
2. Advises District staff and demonstrates methods in the operation and use of computers and related equipment and standard software; recommends operational or procedural modifications to resolve issues.

3. Installs and configures standard enterprise operating and administrative software in accordance with established criteria; installs and configures specialized instructional and educational software as authorized; installs or relocates and configures PCs, laptops, printers, hardware, devices and other peripheral equipment for network connectivity.
4. Diagnoses, troubleshoots LAN/WAN/Wireless connectivity issues; replaces components and performs maintenance and repair; installs and configures replacement equipment; coordinates major repair of hardware with users, other District staff and/or outside vendors.
5. Working knowledge of various cabling types such as fiber optic connectors, multi-mode and single-mode fiber, cat 5, cat6 and various cabling standards and familiarity with ISO cabling standards.
6. Documents actions taken in problem/request and resolution logs; maintains and distributes user request forms, training manuals and documentation.
7. Develops revises and maintains technical manuals and system documentation; develops training materials and programs relating to procedural and system operations requirements.
8. Attends meetings, training seminars and professional meetings; monitors and reviews new software and hardware products and tools.
9. Maintains/Updates/Configure/Setup Enterprise Wide Device Management Systems (PC's Chromebooks, Ipad, Android and other enterprise wide systems)
10. Provides technical support to users through training, answering questions, solving problems, and documenting procedures.
11. Evaluates, designs, and creates customized software packages that can be deployed via client management suite to distribute requested software remotely.
12. Prepares various reports, as required and maintains record of site software licensing, as well as the software itself (both in physical and electronic form).
13. Develops tests and deploys advanced scripts and batch files.
14. Evaluates and deploys regular maintenance upgrades to various district and site based software.
15. Evaluates and provides support in the design and installation of various IT related technology and projects within the classroom and other district locations.
16. Makes recommendations to enhance configuration stability and security on all district software and workstations.
17. Interacts positively with students, colleagues, parents, and patrons of the school district.
18. Provides advanced support to the System Support Technicians in the troubleshooting of complex software and hardware issues.

19. Participates in the evaluation of proposed solutions by attending demonstrations, performing technical research, providing technical input to evaluative committees and participating in the evaluation process.
20. Provides back-up support to department staff as required.
21. Other similar, related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Methods and techniques for the installation, configuration and troubleshooting of hardware, software and network connectivity; resolving hardware and software problems and device errors and failures.
2. Principles, characteristics and practices of computer platform and network operating systems used by the District.
3. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.
4. Help desk functions and software, policies and procedures.
5. Research techniques, methods and procedures.
6. Server based operating systems, enterprise wide client management systems.
7. Methods and procedures for the development of system and user documentation and manuals.
8. Methods and procedures for the storage and inventorying of hardware and software.
9. Basic office methods and practices, including filing and record-keeping.
10. TCP/IP networking knowledge, Sub-netting and setting up and programming switches, routers, and other networking devices and VLANS setup including access lists.
11. Broad understanding of infrastructure technologies.
12. Familiarity with common networking terms.
13. Methods and techniques for the installation, configuration and troubleshooting of hardware, software and network connectivity; resolving hardware and software problems and device errors and failures.
14. Principles, characteristics and practices of computer platform and network operating systems used by the District.
15. Methods and procedures for the development of system and user documentation and manuals.
16. Methods and procedures for the storage and inventorying of hardware and software.

17. Basic office methods and practices, including filing and record-keeping.
18. Manage work and priorities through ticketing system and workflow and complete customer requests via trouble ticketing system.
19. Collaborate with various stake holders to remove project obstacles.
20. Troubleshoot Networking, routing and interconnectivity issues.
21. Participate in the migration, basic configuration and rollout of new or upgraded hardware/software.
22. The ability to sit in front of computer for entire scheduled 8-hour shift with appropriate breaks while maintaining a high level of alertness and attention to detail.
23. Ability to move and lift equipment up to 35lbs.
24. Troubleshoot, diagnose and resolve complex and ambiguous computer and PC hardware, software and connectivity problems and failures of varying difficulty efficiently and effectively.
25. Obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions.
26. Set priorities and work independently without the need for more than minimum supervision.
27. Read and interpret complex diagrams, specifications and manufacturers' instructions for the operation and maintenance of technology equipment.
28. Communicate effectively, orally and in writing.
29. Exercise sound independent judgment and initiative within established guidelines.
30. Conscientiously preserve the confidentiality of all proprietary and confidential data and information residing in the District, in accordance with Departmental and District policy, and state and federal law.
31. Establish and maintain highly effective customer-focused working relationships with clients/users, other District and site staff, vendors and others encountered in the course of work.

Education, Training and Experience:

Graduation from high school or GED equivalent; completion of specialized computer support course; and three years of increasingly responsible experience in performing technical IT hardware, software and network support.

Substantial background in large scale datacenter network implementations and support. Experience working in virtualized enterprise networking environments. Experience dealing with customers during problem resolution and operating efficiently under pressure.

Has significant experience of supporting large scale, enterprise class networks. Excellent network implementation and troubleshooting skills combined with a proven documentation methodology is also required. Strong written and verbal communication skills and an ability to interact efficiently with peers and customers are required. The desire and ability to work in a fast paced, collaborative environment is essential.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license, a good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

Certification as an A+ Certified PC Technician or the equivalent is highly desirable but not required.

Upon acceptance of the District's offer of employment, new hires may be required to complete a baseline physical examination prior to the first day of employment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees typically perform their work in remote school and other on site or remote district locations and travel to remote sites will be required. Some repair assignments are performed in close spaces and expose employees to airborne dust and particles and the risk of electrical shock. Lifting of heavy network equipment, racking and mounting is required.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; hear and distinguish equipment operating sounds; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand, and lift and carry objects weighing up to 50 pounds.

Specific vision abilities required by this job include close vision, the ability to distinguish colors and shades, depth perception and the ability to adjust focus.

Board Approval: January 14, 2016