ALAMEDA UNIFIED SCHOOL DISTRICT
Excellence & Equity For All Students

Position:	Network Technician	Reports To:	Director of MIS (Management Information Systems) or Assigned Administrator	
Department:	Technology	Bargaining Unit:	☐ CSEA 860 ☒ CSEA 27 ☐ AEA	☐ Management ☐ Confidential ☐ Unrepresented
Hours:	Varies	No. of Work Days:	261	
FLSA Classification:	☐ Exempt ☒ Non Exempt	Type:	☐ Reclassification ☐ Update of job description ☒ New job description	
Salary Schedule:	☐ Contract ☐ Executive Cabinet ☐ Administrative/Supervisory ☐ Confidential		☐ Licensed ☐ Unrepresented ☒ CSEA 27 – Range 46 ☐ CSEA 860	

DEFINITION

Under the supervision of the Director of Management Information Systems or assigned Administrator, the Network Technician is primarily responsible for supporting the district's vast wired & wireless infrastructure. The position will assist the Technology Services team in the day-to-day design, installation, maintenance, and troubleshooting of AUSD's enterprise network. The Network Technician will also share the responsibility of implementing and maintaining various district wide and school site technology systems & initiatives.

ESSENTIAL FUNCTIONS

The Network Technician may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but are intended to accurately reflect the principal job elements.

- Assists and supports the design, development, testing, and modification of the overall district network architecture, systems, and services. This includes the planning and designing of networks and services for any new or existing school, office, classroom, or site remodeling.
- Installs, configures, maintains, and troubleshoots network equipment including, but not limited to switches, routers, wireless access points, voice over internet protocol (VOIP) phones, Managed Facilities-based Voice Network equipment, audio/video equipment, and all network-based security equipment e.g. surveillance cameras, access controls, etc.
- Assists in troubleshooting to resolve advanced wired/wireless network issues, including but not limited to internet access, local area network (LAN), wide area network (WAN) connectivity, virtual local area networks (VLAN), domain name system (DNS), and dynamic host configuration protocol (DHCP) issues
- Monitors systems and services for maximum performance, uptime, proactive alerting, and event logging

- Assists in creating role-based access control processes/procedures for staff, guests, & contractor system credentials and/or badging
- Maintains current systems and participates in long-range planning in determining necessary hardware and software needs for all network equipment
- Recommends and implements strategies to improve network performance, security, and productivity of services within the district.
- Assists with the overall security of the district, including internet, network, and application security.
- Maintains accurate and up-to-date district network topology diagrams and inventory of networking hardware.
- Establishes and maintains records of computer cable paths utilizing campus floor plans and construction as-builds
- Installs, repairs, and maintains network cabling to support all district systems
- Actively plans/participates in scheduled meetings and provides advisory support on processes and procedures
- Regularly attends meetings with the district's 3rd party vendors, architects, and sub-contractors on network-related design/issues
- Works on assigned projects and completes within timetable
- Perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Computer hardware systems, software and applications utilized by the school district.
- Installation, configuration, and maintenance of LAN and WAN infrastructure including routers, switches, wireless access points, and network cabling standards.
- Strong skillset in architecting, maintaining, and optimizing a networking infrastructure
- LAN/WAN performance monitoring, capacity planning; traffic prioritization, and bandwidth shaping
- Significant knowledge and understanding of all communication protocols between computing systems and in telecommunications including Ethernet
- Extensive design experience in current industry standard technologies involving quality of service, network redundancy/failover, and network security
- Knowledge of firewall architecture hardware and software configuration
- Integration with telecom providers ranging in various transmission mediums and cabling standards e.g. fiber optic, radio, microwave, and wireless/wired Ethernet
- Strong technical aptitude and ability to research and solve complex issues independently
- Strong skills in utilizing network documentation software and developing How-to-Docs
- Learn by reading, interpreting, and applying information on network technological changes and updates

Ability to:

- Problem solves program, system and equipment issues independently and create action plans.
- Maintain skill-based competencies required to satisfactorily perform the job include utilizing pertinent network, application, operating system monitoring and troubleshooting software
- Adhere to safety practices.
- Preparing and maintaining accurate records.
- Perform complex technical work with attention to detail.

- Communicate with diverse groups, conveying technical information to non-technical audiences.
- Learn new software/hardware quickly and thoroughly.
- Interpret and extensive variety of technical instructions.
- Compose correspondence and written materials independently.
- Establish and maintain cooperative and effective working relationships with others.
- Troubleshoot and analyze situations accurately, quickly and adopt an effective course of action.
- Understand and carry out oral and written directions.
- Ability to work under pressure, meet deadlines, and establish priorities.
- Maintain consistent, punctual, and regular attendance.
- Work after-hours emergency support for network & security system outages when necessary.

Education and Experience:

- A degree in computer science or related field, or equivalent combination of education, training, and/or experience.
- Minimum or 3 years of relevant job-related experience

Licenses and Certifications:

- Valid California driver's license. Reliable transportation.

PHYSICAL DEMANDS

Frequency Key: None (N); Occasional - up to 25% of shift (O); Intermittently – up to 50% of shift (I); Frequently – up to 75% of shift (F).

Activity	Frequency		Activity	Frequency
Bend	**I**		Lift/carry 0-10 lbs	**F**
Twist	**O**		Lift/carry 11-25 lbs	**I**
Squat	**I**		Lift/carry 26-40 lbs	**O**
Kneel	**I**		Lift/carry 41-100 lbs	**N**
Climb	**O**		Stand	**I**
Reach above shoulder	**I**		Walk	**I**
Grip/Grasp	**F**		Sit	**F**
Extend/Flex Neck	**O**		Drive	**O**
Use Dominant Hand	**F**		Perform Repetitive Hand Motions	**F**
Use Non-Dominant Hand	**O**		Keyboarding/Mouse Work	**F**
Ability to See	**F**		Ability to Hear	**F**

ENVIRONMENTAL ELEMENTS

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees occasionally work outdoors and are exposed to dust, fumes, allergens, vermin, parasites, or insects.

THE ALAMEDA UNIFIED SCHOOL DISTRICT IS AN EQUAL OPPORTUNITY EMPLOYER and, in compliance with federal and state laws, does not discriminate in any employment practice on the basis of age, ancestry, color, marital status, medical condition, national origin, political or union affiliation, physical or mental disability, race, religion, sexual orientation or sex.