

NETWORK TECHNICIAN

DEFINITION

Under general supervision, and in accordance with district guidelines, performs complex technical duties related to the maintenance and support of distributed computer networks installing related hardware, software, and peripheral equipment at various school sites and other district locations; provides training and assistance to users on a variety of software and hardware; and performs related work as required.

CLASS CHARACTERISTICS

This position is expected to keep current on developments and advancements in computer technology, equipment, and software. The incumbent is expected to work with considerable independence. Experience in both PC and Macintosh in a network environment will be expected.

LICENSE REQUIRED

Some positions may require possession of a valid and appropriate California driver's license.

EXAMPLES OF DUTIES

According to district standards, troubleshoots and maintains local area network equipment including file servers, work stations, hard disks and tape drives, printers, wireless access points, applications and systems software, CD-ROM, DVD, wiring, cables; and works with site and district staff in system problem detection and correction. *E*

Provides technical assistance for standard software applications and training to users; assists computer/program users to assure that software and hardware operate in a manner consistent with the intended use. *E*

Consults with site and District administrators regarding training needs; plans, develops, and conducts orientation and training for users in new and existing computer program applications, network operations, operating systems, utilities, and peripheral equipment; assists in computer labs. *E*

Maintains, installs or replaces wiring, cables, and connections whenever necessary for additions and changes to site area networks using appropriate industry standard techniques and according to District standards. *E*

Repairs and services a variety of computer, mechanical, electrical, and electronic equipment; performs semi-skilled work in the installation, maintenance and repair of a variety of electronic and audio visual equipment; refers problems which cannot be handled at site to the appropriate District departments, such as ETS or Information Services. *E*

Keeps current on developments and advancements in computer technology and equipment; tests and analyzes new software applications. *E*

EXAMPLES OF DUTIES (cont.)

Works with supervisors and users to establish priorities and schedule repair work. *E*

Trains and supervises student workers and other part-time staff. *E*

Prepares a variety of reports. *E*

Provides support to other areas such as library, textbook distribution, receiving, and clerical offices. *E*

Works with other district technical staff to maintain and keep informed of district procedures and standards. *E*

MINIMUM QUALIFICATIONS

Knowledge of:

1. Computer practices, procedures, and terminology at a level sufficient to explain applications, systems, and hardware to supervisor, users, and administration;
2. Procedures and basic principles of current computer network technology and personal computer operating systems;
3. Network operating systems;
4. General principles of supervision and training;
5. Proper methods for storing equipment, materials, and supplies;
6. Cable requirements and interface technology;
7. Fundamentals of time management;
8. Proper use of test equipment applicable to maintenance of electronic and media equipment; and
9. Computer operating systems including latest version of Windows and Mac OS used in school environment.

Ability to:

1. Plan, organize, and develop training programs for users on microcomputer systems using appropriate network hardware, software, and peripheral equipment;
2. Effectively communicate, using good public speaking skills when explaining technical issues, information processing procedures, and requirements to users and groups;
3. Read and understand complex instructions; interpret diagrams, parts lists, and manufacturer's specifications for electronic and media equipment;
4. Operate computer terminal keyboard;
5. Work independently using sound judgment and prioritizing skills;
6. Install and operate a variety of computer network equipment/devices;
7. Analyze and solve complex problems in installing, maintaining, and troubleshooting network hardware, software, operating systems, and media equipment;
8. Implement systems to protect data security;
9. Meet schedules, timelines, and maintain work pace appropriate to given work load;
10. Supervise the work of others;

Ability to: (cont.)

11. Converse on the telephone or in person using tact, patience, and courtesy;
12. Perform complex or varied tasks and quickly learn new procedures;
13. Operate a vehicle, observing legal and defensive driving practices;
14. Understand and carry out oral and written instructions; and
15. Establish and maintain effective relationships with those contacted in the course of work.

EDUCATION

Equivalent to an Associate of Arts degree in computer technology, management information system, computer science, or related field.

EXPERIENCE

Recent experience in installation of software and hardware for microcomputers including experience in training users. Experience with Windows desktop versions 98, 2000 Pro, and XP Pro, 7 Pro and Windows Server versions 2000, 2003, 2008. Mac desktop version OS 9 and X experience is desirable.

WORKING CONDITIONS

Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Indoor work environment; subject to constant interruptions; subject to driving a vehicle to conduct work.

Physical Activities:

Dexterity of hands and fingers to operate computer keyboard and hand tools; sitting for extended periods of time; lifting, pushing, pulling, and carrying objects; bending at the waist; kneeling and crouching to work on peripherals and microcomputers; seeing to configure and install hardware and software; lifting heavy objects weighing up to 40 pounds; hearing and speaking to exchange information.

Hazards:

Extended viewing of computer monitor.

Revised: 9/97

2/00

5/11