



STOCKTON UNIFIED SCHOOL DISTRICT

CLASS TITLE: LEAD COMPUTER NETWORKING SUPPORT TECHNICIAN

BASIC FUNCTION:

Receives general direction from the Director of Information Services to provide lead technical expertise for a wide area network of routers, bridges, IP addressing, private intranet, centralized network management, support users and various District systems hardware and software applications; provide consultation and direction regarding instructional or business system applications; test and evaluate software for District-wide use; provide work direction and guidance to assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide lead technical support to users and maintenance to various district systems hardware and software applications.

Provide work direction and guidance to assigned personnel

Implement and maintain manufacturer developed or departmentally developed software packages to fit specific requirements of district users of computer equipment; inventory equipment.

Install and test small site-based and large core-router hardware and software.

Manage a large wide area network using the latest technical hardware and software from a central site.

Diagnose and solve user computer hardware and software problems.

Prepare written technical documentation, training material, standards, reports and other documents as assigned.

Travel to various district sites to assist others.

Operate software and hardware diagnostic tools and related equipment.

Work cooperatively with various areas of Computer Services such as application programming, system, operations, training, help desk and other areas as required.

Lead Computer Networking Support Technician - Continued

Attend seminars and demonstrations.

Assist in recommending, defining and establishing district standards.

Maintain regular and prompt attendance in the workplace.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Computer Services Department's functions and responsibilities within the department.
- Capabilities and limitations of personal computer hardware and software.
- Principles and practices of providing work direction and guidance to assigned personnel.
- Oral and written communication skills.
- Technical aspects of field of specialty.
- Record keeping techniques.
- Diagnostic techniques for wide area networks.
- Inventory methods and practices.

ABILITY TO:

- Identify and resolve problems related to centralized monitoring and wide area network.
- Analyze and resolve technical problems.
- Evaluate and prepare reports on new computer software and hardware.
- Instruct district employees on district standard computer software and hardware.
- Diagnose a personal computer or a network of personal computer hardware and software.
- Train and provide work direction to assigned personnel.
- Install and operate various computer hardware and software applications.
- Prepare various comprehensive technical materials.
- Prepare and present complete and accurate written and verbal reports.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction.
- Prioritize and schedule work.
- Drive a vehicle to conduct district business.
- Develop and maintain cooperative working relationships with those contacted in the course of work.
- Carry out oral and written directions; write and speak at a level sufficient to fulfill the duties to be performed for the position described.

Lead Computer Networking Support Technician - Continued

EDUCATION AND EXPERIENCE:

Any combination education, training and/or experience equivalent to Bachelor's Degree in computer science or related field including or supplemented by courses in network and router software, and four years of experience including training, use and installation of personal computer hardware and software in large network systems.

License and Certificate

Novell Engineer Certificate or equivalent training and experience in Novell systems. Possession of a valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment.

Enclosed work space

PHYSICAL DEMANDS:

Employees in this position must have/be able to:

- Dexterity of hands and fingers to operate a variety of trade tools.
- See and read a computer screen and printed matter with or without vision aids.
- See to perform assigned duties.
- Hear and understand speech at normal levels and on the telephone with or without hearing aids.
- Lift and/or carry up to 40 lbs at waist height for short distances.
- Occasionally lift and/or carry up to 75 lbs at waist height for short distances.
- Push/pull up to 50 lbs for short distances.
- Bend at the waist, kneel, crawl, crouch and stoop.
- Reach overhead, above the shoulders and horizontally.
- Climb ladders and work from heights.
- See, hear and speak with/without assistive devices sufficient to communicate effectively with others.

HAZARDS:

Working on ladders.

Board Adopted: 1/11/05
CSEA Chapter 821
Salary Range: 59