CLASS TITLE: NETWORK SUPPORT TECHNICIAN

BASIC FUNCTION:

Under the direction of the delegated supervisor this individual provides technical services and support to district technology system and computer users beyond that of what a first-level computer support technician can; deliver, setup, and demonstrate use of end-user computing/processing devices as well as other systems or applications in use at the district; troubleshoot end-user computing or processing devices with ability to determine whether issue is within the end-user device or the network/server; escalate issues as necessary to upper-level staff; and perform a variety of tasks relative to assigned area of responsibility; on occasion, this position receives functional and technical input from upper-level technical staff.

EXAMPLE OF DUTIES – (Incumbents may perform any combination of the essential functions shown below (E). This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification but is intended to accurately reflect the principal job elements.)

Provide technical assistance to network and system users in the use of all equipment, hardware and software applications as it relates to curriculum and business operations. **E**

Troubleshoot hardware and peripherals, software and network operating problems. Be an escalation point for lower level computer support technicians and school technical resources. **E**

Assist users in understanding and abiding by the policies and procedures related to the use of equipment, applications, and network resources. **E**

Assist in maintenance of security procedures for all computer and mobile systems, network resources, and electronic data and files. **E**

Deliver, install, troubleshoot, repair and/or support the operation of personal computers, audio-visual/multi-media equipment, peripheral equipment, and networks as necessary for all assigned areas. **E**

Pick up and perform preventive maintenance on equipment as needed. **E**

Schedule warranty work and perform necessary component replacement on equipment. **E**

Provide basic user training; design hand outs and conduct training sessions on common software. **E**

Assist in the installation, configuration, and optimizing of network resources; modify networks and software specific configurations in the computer labs. **E**

Participate in evaluating new computer and mobile equipment for purchase, provide functional testing of equipment. Make recommendations based on evaluation/testing results. **E**

Network Support Technician - Continued

OTHER DUTIES:

Setup/installation of base computer images

Periodically replace UPS for computer systems

Staff the Help Desk

Wipe of system hard disk drives and disposition of decommissioned computer systems and units

Maintain regular and prompt attendance in the workplace. **E**

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
- Technical support methods and techniques for computer systems.
- Data processing techniques, networking, operating systems, peripheral equipment, multi-media equipment and software as used in the district.
- Operational characteristics of various computer systems, mobile systems, voice equipment, audio-visual/multimedia equipment, operating environments and streaming technologies over the district IP network.
- Computer batch programming or other scripting language to help automate repetitive computer tasks and other specific job assignments.
- Desktop computer standard software applications use in the district in curriculum or business operations.
- Operational hazards and standard safety precautions.
- Telephone technique and etiquette.
- Oral and written communication skills.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Organizational skills and public relations techniques.
- Modern office practices, procedures and equipment.
- Safety measures and precautions.
- Methods, equipment and materials used in the maintenance and repair of technology equipment.
- Proper methods of storing equipment, materials and supplies.
- Basic purchasing procedures, terminology and inventory control and warehousing methods and procedures.
- Methods and techniques for tracking and managing services calls, tickets, and/or requests.

ABILITY TO:
- Keep current on computer and software state-of-the-art as they pertain to Information Technology.
- Provide technical support services to all users across the district.

Network Support Technician - Continued

- Learn new software applications quickly.
- Learn to operate any computer or peripheral equipment as assigned.
- Install, troubleshoot, repair and/or support personal computers, mobile devices, smart phones, multi-media, audio-visual and associated peripheral equipment.
- Provide instruction and assistance to network users in hardware and software applications.
- Demonstrate the proper use and operation of assigned equipment.
- Organize work schedule, set priorities, and follow up on work assignments.
- Prepare clear and concise technical material.
- Understand and follow oral and written instructions.
- Communicate effectively both orally and in writing.
- Complete work with many interruptions.
- Maintain records and prepare reports.
- Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination of education, training, and/or experience equivalent to: AA/AS in Technology, Computer Information Systems or comparable major. A minimum of four (4) years of progressively responsible experience in technical support position in a complex technical computer/network environment.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.
Information technology industry certifications preferred

WORKING CONDITIONS:

ENVIRONMENT:

Office and school environment.
Driving a vehicle to conduct work as required by the position.

PHYSICAL DEMANDS:

Employees in this position must have/be able to:

- Enter data into a computer system and operate standard office equipment.
- Hear and understand speech at normal levels and on the telephone with or without hearing aids.
- See and read a computer screen and printed matter with or without vision aids.
- See, hear and speak with/without assistive devices sufficient to communicate effectively with others.
- Sit for extended periods of time.
- Bend at the waist.
- Reach overhead, above the shoulders and horizontally
- Forceful grasping sufficient to install equipment.

Network Support Technician - Continued

PHYSICAL DEMANDS: (Continued)

- Push/pull up to 130 lbs.
- Lift/move equipment weighing up to 51 pounds using safe and proper methods and/or equipment, from ground level to up to level of 3 feet; to a distance of up to 50 feet.
- Lift/move equipment weighing up to 130 pounds with assistance, using safe and proper methods and/or equipment from ground level to up to level of 3 feet; to a distance of up to 50 feet.
- Bend at the knees for proper lifting technique.
- Occasionally kneel, crouch and/or stoop for short periods of time.

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