San Leandro Unified School District

Human Resources
Job Description

NETWORK TECHNICIAN

Definition:

The fundamental objectives of this position are to ensure that the district and its various agencies, schools and sites, students, parents, and community, as well as state and government agencies are provided with consistent and reliable access to the district's technology resources. Under the direction of the Administrator of Information Technology Services, employee will be responsible to plan, design, configure, implement, evaluate, monitor and maintain the District Local Area Network (LAN), Wide Area Network (WAN), network security and firewall protection, server operating systems, data backup and integrity, server redundancy, email and unified messaging systems, VoIP telephone systems, user login accounts, security access permissions; and to provide network and administrative technical support for users. Employee in this classification receives limited supervision within a general framework of standard policies and procedures. This job class requires proficient skills in local and wide area networks, data communications, server hardware and software systems (including blade technology, virtualization and SAN infrastructures), network and server operating systems, messaging systems, IP telephone systems, as well as skill in public relations, research and problem-solving.

Representative Duties and Responsibilities:

1. Administers systems and servers related to email systems, login accounts, print queue, workstation ID, IP assignments, computer labs, classroom computers, VOIP, security, antivirus, spyware, etc.).
2. Designs computer networks (e.g. Internet, intranet, webmail, FTP servers, etc.)
3. Installs network (client and server) software on a variety of platforms (e.g., etc.) as a component of upgrading and maintaining District WAN/LAN and telecommunication systems.
4. Monitors and maintains all software applications as related to District network and telecommunications operations (e.g. Exchange, Aeries, Cisco Call-Manager, Cisco Unity, DHCP, DNS, print and file servers, IP addressing, service packs, updates, server operating systems, routine maintenance programs, etc.).
5. Plans, installs and maintains network hardware within the District's local and wide area networks, telephones and security systems (e.g. servers, cabling, switches, routers, desktop and laptop computers, network protocols peripherals and associated software).
6. Maintain the overall security of the District's servers, data, firewall and content filtering from virus, spyware, malware and other electronic intrusions.
7. Develops/administers Windows Active Directory structure and user accounts, email accounts, advanced system login scripts (Group Policy), workstation policies, user interface controls and file/folder access permissions.
8. Configures and monitors the performance of enterprise backup and fault tolerance systems.
9. Monitors usage and activity of network resources; measures network efficiency; develops necessary baseline data for future system maintenance and upgrades.
10. Researches and analyzes technical issues and trends in order to make recommendations as needed in the development of short and long-range plans for the implementation and maintenance of technology for the district.
11. Participates in a variety of planning and development activities, including district-wide committees as part of creating short and long range plans for the district.
12. Manages assigned projects and program components (e.g. migration to new systems; scheduling installations, product research, etc.).

13. Prepares written materials (e.g. procedures, system level documentation, reports, memos, inventory, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
14. Represents the school system and the community in a positive manner. Follows all board policies, school system rules and administrative regulations.
15. Trains other staff members as needed to ensure their ability to use new and/or existing operating systems and application software.
16. Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) to provide technical assistance and support.
17. Performs confidential email and Internet access audits.
18. Maintains confidentiality relative to employee, student, and parent records and procedures according to legal and system guidelines for the purpose of following all applicable board policies, state, federal and local laws.
19. Performs other essential job-related work as required.

Qualifications:

Knowledge of current hardware, software, and networking systems such as:

- Macintosh 10.5 and later and PC systems, i.e., Windows XP, Windows 7.
- Windows Server 2008/R2, 2012 including Active Directory, GPO, DNS, DHCP, IIS, SSL, RDP,
- Terminal Services, VPN
- Office suite applications MS Office 2007 and later.
- Microsoft Exchange 2010
- Lightspeed Total Traffic Control System or equivalent content filtering systems
- Aeries Student Information System a plus.
- iPad deployment and best BYOD practices.
- LAN and WAN network protocols.
- Cisco switches and router configurations.
- Open Directory and Microsoft Active Directory, GPOs.
- Scripting a plus, i.e. VBS, Pearl, PHP and SQL Queries.
- Cisco Call Manager and Unity Connection VoIP.
- Cisco and Xirrus wireless networks.
- Cisco ASA firewalls.
- Network, Sophos Antivirus and end-user access security.
- Information management and data classification.

Ability To:

- Operate a full range of microcomputers, peripheral equipment, communications equipment, and software applications properly and efficiently.
- Research and resolve various issues that arise in developing and maintaining a network. Work independently with end users, analyzing requirements, and ensuring services provided meet the end user's needs.
- Use independent initiative and good judgment in exercising the scope of authority granted by the Information Technology Administrator.
- Plan, organize and prioritize assigned tasks and functions efficiently in a highly productive environment.
- Establish and maintain friendly and cooperative relationships using tact and judgment in dealing with staff, school and department end users, the public, and outside vendors.
- Deal effectively with a wide variety of personalities and situations requiring service orientation, diplomacy, friendliness, poise and professionalism; function in a calm and capable manner.
- Understand and carry out oral and written instructions.

Experience:
A minimum of 5 years of experience installing and maintaining LAN/WAN networks and servers, which includes but is not limited to working with Microsoft Active Directory, Microsoft Exchange, application servers, telecommunications systems, switches, routers, and managing user security on a network. Minimum of one year of experience in the technical support of financial and student information application in the K-12 environment preferred.

Education:
Bachelor's degree in Computer Science and/or extensive equivalent training and experience. The following certifications or their equivalent are either preferred or required:

- Certified Microsoft courses are highly preferred.
- Certified Cisco Network Administrator (CCNA) is preferred.
- A+ Certification required or equivalent experience.

Licenses and Other Requirements:

- Valid California Class C Driver's License.
- Evidence of adequate insurance for a motor vehicle which meets or exceeds the California legal liability program requirement and continue to maintain insurability.

Working Conditions:
Primarily based in an office environment. Intermittent travel to and from school sites and buildings using a personal vehicle to work in classrooms, offices, and other district buildings.

Physical Demands:
The physical requirements indicated below are examples of the physical aspects that this position must perform in carrying out essential job functions.

- Exert up to 50 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.
- Sit at a desk for extended periods of time but may involve walking or standing for intermittent periods.
- Perceiving the nature of sound, near and far vision, depth perception, providing oral information
- Use manual dexterity to operate business related equipment, and handle work with various materials and objects
- Have dexterity of hands and fingers to operate a keyboard.
- Bend at the waist, kneel or crouch.
- Reach overhead, above the shoulders and horizontally.

Activity	Frequency		Activity	Frequency
Bend	3		Lift/carry 30-40 lbs	2
Twist	3		Lift/carry 21-30 lbs	2
Squat	3		Lift/carry 11-20 lbs	2
Kneel	2		Lift/carry 0-10 lbs	3
Climb	2		Stand	3
Reach above shoulder	3		Walk	2
Grip/Grasp	4		Sit	4
Extend/Flex Neck	3		Drive	2
Use Right Hand	4		Perform Repetitive Hand Motions	4
Use Left Hand	4		Keyboarding/Mouse Work	4
Ability to See	4		Ability to Hear	4

Frequency Key; None (1); Occasional - up to 25% of shift (2); Intermittently – up to 50% of shift (3); Frequently – up to 75% of shift (4)