

**Job Title:** Network/IT Specialist

**Qualifications:**

1. A baccalaureate degree in computer science, technology, engineering or related field.
2. CCNA Certification or equivalent experience.
3. Training/Certification in current software applications used by the school system desirable.
4. Minimum of five (5) years experience installing and supporting computers and associated peripherals, local and/or wide area networks. Experience to include all types of Windows, Windows 2000/2003/2008 fileserver computer (operation and repair), network hubs and routers.
5. Experience and knowledge of computer networking, and demonstrate skills in computer hardware/software installation, maintenance and repair.
6. Extensive knowledge of IP, TCP/IP protocol and integration within WAN.
7. Experience with Cisco routers, including filters and configuration.
8. Experience managing telephone systems (IP, Cell, and POTS)
9. Knowledge of applications including word processing, database, spreadsheet, telecommunications, Internet and Internet applications, operating systems, Ethernet Topology, Microsoft Network Operating Systems.
10. Good technical reading, writing and oral communications skills.
11. Work independently with minimal supervision. Ability to work in a team atmosphere is required. Share knowledge with co-workers and maintain documentation. Ability to problem solve while under pressure to accomplish the task. Excellent troubleshooting skills; ability to think through issues with incomplete data.
12. Communicate with internal personnel and vendors to maintain status of tasks/projects.
13. Demonstrated organizational skills, problem solving and interpersonal skills.
14. Experience providing complex, confidential administrative support in a high-profile environment with tact and diplomacy.
15. Ability to work across a variety of projects with multiple deadlines and multiple priorities.
16. Possession of a valid driver's license and own vehicle with appropriate insurance; ability and willingness to travel within system on work assignments and to work additional hours during the week and/or weekend, if required.
17. Such alternative to the above qualifications that the Board may find appropriate and acceptable.

**Reports to:** Superintendent and/or Technology Coordinator

## **Network/IT Specialist (cont'd)**

### **Performance Responsibilities:**

1. Researches and recommends network and server hardware and software; assists in installing, designing, configuring, and maintaining system hardware and software; analyzes and troubleshoots the network logs and tracks the nature and resolution of problems.
2. Assists and provides support to the Technology Coordinator and other technology staff as requested including performing scheduled network tasks, updating anti-virus definition files, monitoring network servers, and providing Internet and Intranet user support, and specialized training.
3. Work cooperatively with the technology coordinator in the areas of acquiring and implementing new technologies and the development of training modules for effective use of technologies by faculty, staff, and students.
4. Manage the installation and configuration of local area networks and wide-area networks, including file servers, switches, and routers.
5. Responsible for establishing security features for network environment.
6. Manage Internet access for school district including configurations for workstations, file servers, routers, and switches.
7. Monitor daily server backups; researches, analyzes, monitors, troubleshoots and resolves server or data network problems; develops, maintains and implements network support, and archiving procedures.
8. Be able to plan and implement the overall up-keep, repair and inventory of all types of technology and parts within the system.
9. Troubleshoot problems with computer systems, including troubleshooting of hardware and software, network, peripherals, and printers.
10. Manage work requests for technical assistance or hardware problems and update status on assigned tasks on a daily, weekly or as requested basis.
11. Provide technical support with all phone issues, software products, student information system, and hardware that is purchased.
12. Manage local school district's presence on the World Wide Web through development of homepages, etc.
13. Establish and maintain user accounts, profiles, access privileges, and security.
14. Manage e-mail access for school district employees.
15. Implement remote control software designed to support troubleshooting and software installation across the network.
16. Train end-users in the software applications, designing queries, and preparing reports.
17. Possess ability to lift up to 50 pounds, climb ladders as required to perform tasks associated with job requirements.
18. Contact vendors in a professional, courteous and helpful manner to correct problems and monitor their adherence to maintenance service agreements.
19. Prepare a wide variety of correspondence and reports; draft memos/letters, and email in response to routine questions.

**Network/IT Specialist (cont'd)**

20. Execute all other tasks and responsibilities as assigned by the District Technology Coordinator and Superintendent.
21. Maintain confidentiality of any school system related information.
22. Be regular and punctual in attendance.
23. Be familiar with and follow Board of Education policies.
24. Perform duties in a manner that promotes good public relations.
25. Maintain proper and professional relationship with other employees.

**Terms of Employment:** 12 months per year. Salary to be determined by the Board.

**Evaluation:** Performance of this job will be evaluated in accordance with provisions of the Board's policy on Evaluation of Professional Personnel.