

JOB DESCRIPTION

Cumberland County School District

Network Specialist

Purpose Statement

The job of a Network Technician was established to undertake the tasks of maintaining and improving our current network development, maintenance and security. The Network Technician is responsible for helping maintain the districts network and server infrastructure in ways that optimize its security and performance.

The technician must be competent with a passion for technology. An analytical mindset is essential for effective troubleshooting and improving the networks functionality.

The goal is to create and sustain a highly functional and reliable network to ensure that our school system operates as efficiently and effectively as economically possible.

This job reports to the Technology Director

Essential Functions

- Phoenix High School and Central Services Technology Technician – basic tech support as required.
- Provide technical direction to co-workers on computer and network usage and offer detailed advice and instructions to implement security and control of devices on the network.
- Evaluate district network performance including availability, utilization, throughput, goodput, and latency. Develop a means of improving the network infrastructure. (Wired and Wireless)
- Tier II network support for district – escalate to vendors, manufacturers, or Tier III tech support as required.
- Maintain servers and core wired / wireless networking infrastructure, connections and cabling.
- Troubleshoot district level system failures and identify bottlenecks and security concerns to ensure long-term efficiency of the network. Evaluate and maintain network baselines for reference when changes/problems occur.
- Inspect individual school LAN infrastructure and repair minor / major problems and “bugs” escalated to Tier II network support.
- Plan and execute the selection, installation, configuration, and testing of networking equipment and servers.
- Update back-end hardware firmware and server software to the most current stable versions.
- Organize and schedule network upgrades and maintenance with minimal disruption to normal user services.
- Perform regular maintenance and onsite/offsite data backups of the district level servers to verify the integrity of the organizations important and confidential data. Protect organizations value by keeping information confidential.
- Work with the Technology Director to define and maintain network policies and procedures governing wired and wireless devices.
- Maintain documentation; provide reference and support as needed.
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal/professional networks; participating in professional organizations to further gain knowledge in this field of study.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functionality of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: utilizing diagnostic tools; adhering to safety practices; and maintaining accurate records. Outstanding diagnostic, problem-solving and analytical skills.

KNOWLEDGE is required of LAN/WAN networks, TCP/IP protocols, network technologies, WAN/LAN Technologies, SQL DATABASES, SEQUEL PRO, Macintosh Server, Windows Server 2008 or higher, DHCP/DNS, HP Network Switches, Telnet, SSH, Serial, Putty software, and TFTP. Must be able to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: office application software; current and legacy computer operating systems (multi-platform); maintenance and repair of computers, instructional media equipment, networks, and interface devices; operation of computer and electronic test equipment and tools.

ABILITY is required to schedule activities and/or meetings; collate data; and use basic, job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a wide variety of individuals; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; establishing effective working relationships; displaying mechanical aptitude; communicating with technologically diverse groups; being attentive to detail; and working under time constraints.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a critical opportunity to affect the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 45% sitting, 50% walking, and 5% standing. The job is performed under conditions with exposure to risk of injury and/or illness and in a clean atmosphere.

Experience 7+ years documented wired and wireless experience as a network technician or relevant position. Hands on experience with common networking software and hardware is required and corning fiber optics and Panduit Ethernet experience is recommended.

Education High School Diploma or equivalent. Comptia At + Network + certification or working towards certification required.

Equivalency None Specified

Required Testing

None Specified

Certificates & Licenses

Comptia At + Network + certification or working towards certification
Valid Tennessee Driver's License and Evidence of Insurability

Continuing Educ. / Training

None Specified

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non-Exempt

Approval Date

Salary Grade