

NYE COUNTY SCHOOL DISTRICT – Human Resources Department

Technology Technician

FLSA Status: NON-EXEMPT

Classification: Classified

Terms of Employment: 8 hours per day, 12 months

JOB GOAL: Under direction of the district Technology Supervisor, support the stable operation of the in-house computer network. This includes planning, designing, installing, configuring, maintaining, and optimizing all network hardware, software, and communication links while ensuring minimal network downtime. The person will also diagnose, resolve, and document hardware and software network problems in a timely and accurate fashion.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented with other duties as assigned by the Supervisor which does not conflict with the Master Agreement between NCSD and NCSO.

1. Analyze computer and network related problems reported by end-users, diagnose the most effective method to resolve the problem and implement the solution.
2. Apply operating system updates, patches and configuration changes, and install and configure new hardware and software.
3. Assist in implementing and coordinating network policies, procedures and standards relating to LAN/WAN networks and BYOD best practices.
4. Assist in maintaining records of work completed and in-progress; and assist in updating network documentation to record installations, upgrades, configurations, etc.
5. Assist in performing diagnostics and preventative maintenance to ensure that network systems are operational.
6. Coordinate travel throughout the District for Technology Department and willing to work overtime, holidays, and weekends as necessary.
7. Install and test network servers, operating system software, routers, switches, cabling, and other related network components/equipment.
8. Install, configure, and maintain common end user application software. May train and provide assistance to end users.
9. Proactively monitor network systems and facilities to detect service degradation and/or failures in power, communications equipment, software, or circuits.
10. Provide system administrative functions such as site server & network repair, introducing and integrating new technologies into existing environments, performing routine maintenance of servers and workstations and maintaining backups.
11. Responsible for adding, removing, or updating user account information, and resetting passwords, etc.
12. Serve as a technical resource to other IT staff for the purpose of assisting with resolving issues and guiding and enhancing their professional skills.

POSITION EXPECTATIONS

Knowledge, Skills and Abilities:

1. Ability to establish and maintain effective working relations with the District and school staff.
2. Ability to maintain current system knowledge and improve technical skills as needed.
3. Ability to maintain punctuality and meet attendance expectations.
4. Ability to manage multiple tasks simultaneously and work independently with minimal supervision.
5. Ability to rapidly grasp the essential elements of unfamiliar software and hardware.
6. Ability to work in stressful situations with distraught people.
7. Effective organizational and follow through skills.
8. Excellent customer service, verbal and written communication skills.
9. Familiar with and assists with the implementation of all District policies and administrative regulations as related to specific assignment.
10. Familiar with and understands FERPA, HIPPA, and other confidentiality situations and guidelines in the educational setting.
11. Familiar with District site emergency/crisis response procedures, plans and drills (e.g. fire drills, bomb threats, lock-downs, etc.)

12. Recognizes and notifies administrators of unauthorized persons on campus, and/or of issues that require immediate attention.
13. Recognizes and reports hazards, conforms to safety standards as prescribed.
14. Working knowledge of basic computer hardware, peripherals, networking concepts and devices.
15. Working knowledge of Windows, iOS, Chrome and other operating systems used within the District.

POSITION REQUIREMENTS

Education, Training, and Experience:

1. Associates degree in Information Technology or related field
2. Experience with Symantec Endpoint Installation & Maintenance
3. Experience with packet analysis
4. Three to five year of directly related experience supporting network administration:
 - ZENworks Products
 - CCNA or demonstrated equivalent experience desired
 - Microsoft Windows & SQL Servers Installation & Maintenance
 - VMware Virtualization Training/Techniques
 - Working knowledge of Dell & HP Blade Chassis Architecture & Storage Solutions

Licenses and Certifications:

1. Any IT Industry Recognized Certifications are highly desired
2. Valid Nevada driver license
3. Maintain a good driving record and qualify for District vehicle insurance coverage

Screening and Compliance:

1. Ability to pass State and Federal criminal background check
2. Compliance with NCSD Drug and Alcohol Testing Policy

WORK ENVIRONMENT:

Strength: Sedentary/medium – exert force 10-25 lbs. occasionally; up to 10 lbs. frequently, or a negligible amount of force to lift, carry, push, pull or move objects.

Physical Demands: Frequent sitting, standing, walking, pushing, pulling, carrying, stooping, reaching, handling and repetitive fine motor activities. Hearing and speech to communicate in person or over the telephone. Stamina to remain seated and maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity. Vision to read printed materials, a VDT screen or other monitoring devices.

Environmental Conditions: Climate controlled office setting, outside weather conditions traveling to and from District facilities, and exposure to low/moderate noise intensity levels.

Hazards: Furniture, office equipment, communicable diseases, chemicals and fumes, and potential electrical hazards during installation procedures.

Working Conditions: Office or suitable workspace with computer and office equipment necessary to carry out functions of position.

Equal Opportunity Employer

Nye County School District is an Equal Opportunity Employer. Nye County School District does not sanction or tolerate discrimination in any form on the basis of race, color, religion, age, gender, pregnancy, sexual orientation, national origin, ancestry, disability, veteran status, domestic partnership, genetic information, gender identity or expression, political affiliation, or membership in the Nevada National Guard.

Americans with Disabilities Act

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Candidates are encouraged to discuss potential accommodations with the Department of Human Resources.

Approved by: Julie A. W. [Signature]
Superintendent

5/28/18
Date

Acknowledgment

I have read and understand the requirements of my job.

Employee Name: _____

Employee Signature: _____

Date: _____

Administrator/Human Resources Name: _____

Administrator/Human Resources Signature: _____

Date: _____