



Job Title:	Network/IT Specialist	Job Category:	Classified
Department/Group:	Technology Department	Term of Contract:	12 months
Location:	Central Office	Travel Required:	Yes
Level/Salary Range:	See salary schedule	Position Type:	Full Time

Reports to:	Chief Technology Officer/Technology Director
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Job Description: The Network/IT Specialist serves as the point of contact for all network related issues including WAN, LAN, WLAN, and VoIP. Responsible for designing, organizing, modifying, installing and supporting the district computing environment. Assists the CTO/Technology Director in evaluating and implementing technology across the district.

Responsibilities

- * 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.
- * Assists and provides support to the Technology Director 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.
- * Work cooperatively with the Technology Director 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.
- * Manage the installation and configuration of local area networks and wide-area networks, including file servers, switches, and routers.
- * Responsible for establishing security features for network environment.
- * Manage Internet access for school district including configurations for workstations, file servers, routers, and switches.
- * Monitor daily server backups; researches, analyzes, monitors, troubleshoots and resolves server or data network problems; develops, maintains and implements network support, and archiving procedures.



- * Be able to plan and implement the overall up-keep, repair and inventory of all types of technology and parts within the system.
- * Troubleshoot problems with computer systems, including troubleshooting of hardware and software, network, peripherals, and printers.
- * Manage work requests for technical assistance or hardware problems and update status on assigned tasks on a daily, weekly or as requested basis.
- * Provide technical support with all phone issues, software products, student information systems, and purchased hardware.
- * Manage local school district's presence on the World Wide Web through the development of homepages, etc.
- * Establish and maintain user accounts, profiles, access privileges, and security.
- * Provide Technical support to all departments in keeping their systems functioning.
- * Implement remote control software designed to support troubleshooting and software installation across the network.
- * Train end-users in the software applications, designing queries, and preparing reports.
- * Contact vendors professionally and courteously, help to correct problems, and monitor their adherence to maintenance service agreements.
- * Prepare a wide variety of correspondence and reports; draft memos/letters, and emails in response to routine questions.
- * Supervise employees, as needed.
- * Execute all other tasks and responsibilities as assigned by the Supervisor.
- * Maintain confidentiality of any school system related information.
- * Be regular and punctual in attendance.
- * Perform duties in a manner that promotes good public relations.
- * Maintain a proper and professional relationship with other employees.
- * Be familiar with and follow Board of Education policies.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; some climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Possess ability to lift up to 50 pounds, climb ladders as required to perform tasks associated with job requirements. This job is performed in a generally clean and healthy environment.

Experience



Minimum of five (5) years' experience installing and supporting computers and associated peripherals, local and/or wide area networks. Experience including all types of Windows, Windows fileserver computers (operation and repair), network switches and routers.

Qualifications/Education/Certifications

- * Experience and knowledge of computer networking, and demonstrate skills in computer hardware/software installation, maintenance and repair.
- * Extensive knowledge of IP, TCP/IP protocol and integration within WAN.
- * Experience with Cisco routers, including filters and configuration.
- * Experience managing telephone systems (IP, Cell, POTS and intercoms)
- * Knowledge of applications including word processing, database, spreadsheet, telecommunications, Internet and Internet applications, operating systems, Ethernet Topology, and Microsoft Operating Systems.
- * Good technical reading, writing and oral communication skills.
- * 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.
- * Communicate with internal personnel and vendors to maintain status of tasks/projects.
- * Demonstrated organizational skills, problem-solving skills, and interpersonal skills.
- * Experience providing complex, confidential administrative support in a high-profile environment with tact and diplomacy.
- * Ability to work across a variety of projects with multiple deadlines and priorities..
- * 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.
- * Ability to supervise employees, as needed.
- * Such alternative to the above qualifications that the Board may find appropriate and acceptable.

Education: A minimum of an associate's degree in computer science, technology, or related field. Bachelor's degree preferred.

Certificates & Licenses: CCNA Certification or equivalent experience, Training/Certification in current software applications used by the school system desirable.