



Mobile County PUBLIC SCHOOLS

Job Description Title – SENIOR NETWORK TECHNICIAN

SUPERVISED BY/REPORTS TO: The Information Technology Network Manager

FLSA Designation: Non-exempt

QUALIFICATIONS:

1. Ability to meet the suitability criteria for employment under the Alabama Child Protection Act of 1999 and Act No. 2002-457.
2. Must have an associate degree in computer technology or six (6) year's network hardware and software installation and maintenance experience, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the position.
3. Microsoft and Cisco certifications along with an extensive background in Windows Active Directory Environment preferred.
4. Excellent working knowledge of network subnets, VLAN configuration, VMWare, wireless networks.
5. Must have strong critical thinking and systematic problem-solving skills.
6. Databases, data models, and schema
7. Strong Communication skills; written and verbal.
8. Ability to learn and apply new technical skills and concepts quickly.
9. Skills in troubleshooting computer hardware, software, and network installation and maintenance.
10. Skills in configuring physical and virtual application servers.
11. Good general health, clean in attire and appearance.
12. Ability to understand and follow oral and written instructions.
13. Regular and punctual attendance; full compliance with system sick leave and personal leave policies.
14. Must possess a valid driver's license.
15. Must be insurable as determined by an investigation into private and business driving records within any consecutive three-year time frame.

Must have working knowledge of:

- District Cisco Technologies including - ISE, Prime, DNA Center Wireless LAN Controller, AMP, Umbrella, Switches, and Routers
- Microsoft - Azure AD, Exchange, Server 2012/2016, Office 365, SCCM, ATP, PowerShell, Teams, Windows 10 Enterprise
- Palo Alto Firewalls
- MDM - Mosyle, Google Admin Center, Intune
- SQL/Oracle database
- Virtual Server Management - VMware, Hyper-V
- Video Conferencing Software - Webex, Teams, Google Meet
- Backup Software - Veeam management

Works Extensively with:

Solar Winds, Cisco Switches, Cisco Aps, Cisco IP Phones, Microsoft Teams

Familiarity with the following technologies a plus:

F5 Load Balancer, Cisco Firewall, Palo Alto, NetApp, VxRail, Centralized Print Server, NextGen, Cisco DNA Center, Splash Top, Dameware, Monday.com

LANGUAGE SKILLS:

Ability to read and interpret documents including computer and software manuals safety rules, attendance instructions, and school and district procedure manuals. Ability to write routine reports and correspondence.

REASONING ABILITY:

Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job:

- The employee is frequently required to sit, walk, or stand for possible long periods of time.
- The employee must have physical strength, agility, dexterity, acuity, reflexes, grasping, pushing, pulling, lifting, and mobility to perform job responsibilities.
- The employee must occasionally lift, move, push, or pull up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, ability to focus, and peripheral vision.

PERFORMANCE RESPONSIBILITIES AND ESSENTIAL DUTIES:

The performance responsibilities and essential duties described here are representative of the knowledge, skill, and/or ability required. These that must be met by an employee to perform the essential functions of this job successfully and satisfactorily.

1. Support junior Network Technicians while training on preferred policies and procedures based on MCPSS benchmarks.
2. Subject matter expert in implementing plans for replacing and upgrading computer hardware and software, switches, wireless access points, and other related devices based on MCPSS benchmarks.
3. Expert in replacing and/or repairing network hardware, including performing diagnostic tests and troubleshooting to determine if problems are hardware or software issues based on MCPSS benchmarks.
4. Proactively monitors and troubleshoots LAN/WAN connectivity.
5. Performs network and software maintenance.
6. Subject matter expert in monitoring and troubleshooting wireless networks based on MCPSS benchmarks.
7. Working with PowerSchool
8. Knowledge of the Raptor Technologies School Safety System
9. Working with Gateway Registration
10. The ability to create reports for the SIS software.
11. Responsible for the installation, maintenance, repair, upkeep, and training on numerous models of physical VoIP phones based on MCPSS benchmarks.
12. Responsible for the installation and maintenance of AV equipment and infrastructure.
13. Ability to work well under pressure and make logical, practical, and accurate decisions.
14. Skills in communication and interpersonal relations as applied to interaction with co-workers, supervisors, users of technology, etc. sufficient to exchange or convey information and to receive work directions.
15. Must possess strong customer service skills.

16. Maintains appropriate confidentiality regarding school/workplace matters.
17. Establishes and maintains effective working relationships with supervisors and other school system employees.
18. Operates equipment and tools in a responsible and safe manner.
19. Completes work assignments without close supervision.
20. Completes all projects with neatness and in conformance with standards of related trade.
21. Engages in personal professional growth, ongoing training, and demonstrates professional ethics and leadership. Attends all required training meetings and workshops.
22. Reports potential problems, unusual events, or work irregularities to appropriate administrative or supervisory personnel.
23. Reports absences and takes leave in accordance with Board policies and procedures.
24. Adheres to school system rules, administrative procedures, local Board policies, and state, federal regulations.
25. Works well with all supervisors and other members of the team.
26. Performs other related duties as assigned by the Network and/or Telecommunications Managers.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- ✓ While performing the duties of this job, the employee may be outside for brief periods where the temperatures are above 100° or below 32°.
- ✓ The employee must be able to meet deadlines with severe time constraints and interact with public and other workers.
- ✓ The employee may travel to various schools and locations during the workday.
- ✓ The employee may be exposed to noise levels that are loud enough in a classroom, a gymnasium, or a cafeteria that the employee must raise his/her voice to be heard.

EVALUATION

Performance of this job will be evaluated annually in accordance with provisions of the Board's policy on Evaluation of Classified Employees. Evaluation will be by the Information Technology Network Manager or his/her designee.

TERMS OF EMPLOYMENT

12-months (260 days) 8 hours per day. Daily work schedule will be determined by the Network Manager or his/her designee. Work schedules are subject to change. At Will Employee subject to the Students First Act of 2011 and other applicable state and federal laws.

SALARY

See current Salary Schedule on Human Resources Webpage.

This job description describes the general nature and level of work performed by employees assigned to this position. It is not intended to be an exhaustive list of all job goals, qualifications, and responsibilities and the employee may be required to perform other related duties as assigned. The Mobile County Board of Education Division of Human Resources reserves the right to amend the job description as needed, without notice.

THE MOBILE COUNTY PUBLIC SCHOOL SYSTEM IS AN EQUAL OPPORTUNITY EMPLOYER and does not discriminate based on age, race, color, sex, sexual orientation, religious preference, marital status, disability, national origin, or any other reason prohibited by state or federal law. Employees of the District are required to comply with the provisions of Title VII of the Civil Rights Act and Title IX of the 1972 Educational Amendments.