NETWORK SYSTEMS SPECIALIST I

BASIC FUNCTION:
Under the direction of the Director of Instructional Technology or designee, configure, install, maintain, troubleshoot, and repair network, communication, and data management systems in order to provide reliability and security; applicable to all local and wide area networks within the district being supported at an enterprise level.

REPRESENTATIVE DUTIES:
- Assist with the maintenance and repair of technology equipment and peripherals to prevent service interruptions, including servers, virtual server environments, user computers, mobile devices, security surveillance devices, public announcement systems, emergency notification systems, wireless and wired infrastructures. *E*
- Assist with the installation, configuration, and monitoring of network services that provide the highest security measures for the district such as content filtering, firewalls, virus scanning, vulnerability intrusions. *E*
- Assist with the installation, configuration, and maintenance of file level securities on servers, network applications, and databases. *E*
- Provide support for end users as well as on site help and training. *E*
- Provide Level 2 support to district techs and staff. *E*
- Assist with the set up and maintenance of enterprise level user, cloud and on-prem, account databases, configure computers to communicate with the local and WAN networks. *E*
- Assist with installing, configuring, and maintaining enterprise level software applications and updates. *E*
- Assist with performing preventative maintenance on centralized servers, backup systems, and cloud systems as required. *E*
- Assist with making recommendations for department and/or district technical needs intended to maintain and improve quality of service to the district. *E*
- Utilize a variety of diagnostic software and hardware to troubleshoot network issues for wired and wireless systems. *E*
- Assist with creating and maintaining custom programming scripts with modern programing languages or applications to create automated routines and environments. *E*
- Travel to sites as assigned. *E*
- Assist, learn, and be a backup to the Network System Specialist II with their responsibilities. *E*
- Review escalated work orders and complete as appropriate. *E*
- Assist with the installation, repair, and upgrades of networks. *E*
- Attend classes and workshops to maintain technical expertise and competence. *E*
- Perform related duties as assigned.

KNOWLEDGE OF:
Tools, equipment, practices, and methods of cleaning, adjusting, and repairing network systems, peripherals, and related equipment.
Computer applications and operating systems to include, but not limited to: UNIX, Mac OS and Microsoft OS for PC and servers, Microsoft Identity and Access Management Systems and VMware.

Specific knowledge of UNIX, TCP/IP, DNS, DHCP, electronic messaging, network intrusion detection, prevention, and cloud computing principles.
Wired and wireless infrastructures; copper-based wiring, fiber solutions, wireless revisions, and a variety of communication protocols.
Cloud and on-prem principles to offer efficient environment solutions.
Record keeping and documentation techniques.
Appropriate safety precautions, procedures, and practices.

ABILITY TO:
Maintain and troubleshoot network-based enterprise applications to prevent service interruptions.
Maintain and troubleshoot network hardware to prevent service interruptions.
Install, replace, maintain, and repair various types of enterprise-wide systems and related equipment effectively and efficiently.
Utilize diagnostic software and equipment to determine defects and malfunctions.
Diagnose and understand reasons for system failures.
Prioritize maintenance and repair work, meet deadlines, and have the ability to multi-task with an increase of responsibilities.
Understand written directions and follow verbal instructions.
Prioritize workload as assigned.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:
Graduation from high school supplemented by coursework in computer science technology.
Minimum of three years of skilled-level experience in the maintenance of network security, management, creation, internet protocol administration, and enterprise and cloud-based applications, databases, and integrations.

LICENSES AND OTHER REQUIREMENTS:
- Possession of valid California driver's license.

WORKING CONDITIONS:
Increased noise levels in MDF and IDF rooms.

PHYSICAL ABILITIES:
Dexterity of hands and fingers to operate hand tools and other assigned equipment.
Vision appropriate to view a computer monitor.
Individually lifting, pushing and/or pulling up to 55 lbs.; lifting, pushing and/or pulling up to 110 lbs. assisted.
Bending at the waist, kneeling, or crouching to repair equipment.

07/01/2024
SMJUHSD
Range 34