

WARREN COUNTY PUBLIC SCHOOLS

210 North Commerce Avenue Front Royal, Virginia 22630

Phone (540) 635-2171

Systems Technician Position Description

LOCATION: School Board Office

JOB CATEGORY: Professional

PAY GRADE: Grade 37

CONTRACT TYPE: 250 Day – 12-month employee

FSLA: Exempt

IMMEDIATE SUPERVISOR: Director of Technology

GENERAL DEFINITION AND CONDITIONS OF WORK

The Systems Technician supports the operation, maintenance, security, and reliability of Warren County Public Schools' technology infrastructure, including the division's wide-area network (WAN), local-area networks (LAN), servers, network equipment, and associated systems.

Responsibilities include installing, configuring, monitoring, maintaining, troubleshooting, and securing technology systems and equipment to ensure reliable network connectivity, data protection, and operational continuity. The position supports cybersecurity operations, network infrastructure, systems administration, and technical services based on assigned responsibilities and division needs. Work requires collaboration with school personnel, division leadership, technology vendors, and other departments to maintain a secure and effective technology environment.

ESSENTIAL FUNCTIONS/TYPICAL TASKS

The minimum performance expectations include, but are not limited to, the following functions/tasks:

Cybersecurity Operations and Threat Management

- Monitor, investigate, and respond to cybersecurity threats and incidents, including malware, phishing, ransomware, unauthorized access, and compromised accounts.
- Configure, maintain, and monitor security tools, including firewalls, endpoint protection, intrusion detection systems, and security monitoring platforms.
- Implement security updates, patches, and system configurations to address vulnerabilities and reduce cybersecurity risks.
- Support the security and management of division-owned devices, including computers, Chromebooks, tablets, and other network-connected equipment.

- Assist with cybersecurity awareness initiatives and the development of safe technology practices for staff and students.

Network Infrastructure and Systems Administration

- Install, configure, maintain, and troubleshoot LAN/WAN infrastructure, including switches, routers, wireless networks, firewalls, and related networking equipment.
- Administer and maintain servers, operating systems, network services, and associated applications, including file, application, authentication, and other division-supported servers.
- Configure and maintain network connectivity, routing, IP addressing, DNS, DHCP, VPNs, and other essential network services.
- Diagnose and resolve hardware, software, server, and network performance issues to minimize disruptions to division operations.
- Collaborate with Maintenance and other departments on technology infrastructure installations, cabling, equipment placement, and system upgrades.
- Monitor network performance, system capacity, and equipment functionality; recommend improvements, replacements, and upgrades as needed.

Data Security, Privacy, and Compliance

- Implement and maintain appropriate security controls to protect division systems, confidential information, and student and employee data.
- Support compliance with applicable federal and state laws, regulations, and division policies, including FERPA, CIPA, COPPA, and applicable data privacy and cybersecurity requirements.
- Manage user accounts, permissions, authentication systems, and access controls to maintain appropriate system security.
- Assist with cybersecurity audits, risk assessments, and evaluations of technology systems and third-party applications.
- Maintain accurate documentation of network configurations, system changes, security procedures, equipment inventories, and technical processes.
- Coordinate with vendors and service providers to address technical issues, evaluate products, and support secure technology integration.

System Reliability, Backup, and Disaster Recovery

- Implement, monitor, and maintain backup systems and disaster recovery procedures to protect critical division data and technology services.
- Test backup and recovery processes and assist with restoring systems and data following equipment failures, outages, or cybersecurity incidents.
- Identify potential system vulnerabilities, operational risks, and infrastructure needs; recommend corrective actions.
- Assist with technology planning, system upgrades, equipment replacement, and improvements to operational efficiency.

Technical Support and Collaboration

- Provide advanced technical assistance and troubleshooting for complex hardware, software, network, and systems-related issues.
- Support school personnel, administrators, and technology staff in resolving technical concerns and maintaining reliable technology services.
- Collaborate with library media specialists, instructional technology personnel, and other staff to support the effective use of division technology resources.
- Communicate technical information, system concerns, and recommended solutions clearly to staff, administrators, and division leadership.
- Coordinate with vendors, manufacturers, and service providers to troubleshoot equipment, resolve service interruptions, and implement technical solutions.
- Remain current with emerging technologies, cybersecurity practices, and industry standards through professional development and continued learning.
- Perform other duties as assigned by the Director of Technology or designee.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of computer networks, servers, operating systems, hardware, software, and network security principles. Knowledge of LAN/WAN infrastructure, network configurations, routers, switches, firewalls, wireless systems, and related technology equipment. Ability to install, configure, maintain, diagnose, and troubleshoot technology systems and associated hardware and software. Familiarity with Windows, macOS, Linux, cloud-based applications, and other division-supported technology platforms. Knowledge of cybersecurity practices, data protection, backup systems, and disaster recovery procedures.

Ability to analyze technical problems, identify appropriate solutions, and manage multiple responsibilities while maintaining effective organizational and time-management skills. Strong written and oral communication skills, sound judgment, attention to detail, and the ability to maintain accurate technical documentation. Ability to establish and maintain effective working relationships with students, employees, administrators, vendors, and community members. Must demonstrate professionalism, confidentiality, adaptability, initiative, and a willingness to learn emerging technologies and work collaboratively in a team environment.

EDUCATION AND EXPERIENCE

A high school diploma or equivalent is required, supplemented by technical training, industry certifications, related college coursework, or demonstrated experience in information technology, computer systems, networking, or a related field. A minimum of three years of relevant experience in computer systems, network administration, technical support, or related technology operations is preferred.

Experience supporting computer networks, servers, routers, switches, firewalls, workstations, printers, and other technology equipment is preferred. Familiarity with Windows Server, Cisco networking technologies, Voice over IP (VoIP), Linux, and cloud-based productivity platforms is desirable. Relevant industry certifications, such as CompTIA Network+, Security+, Cisco certifications, Microsoft certifications, or equivalent credentials, are preferred.

SPECIAL REQUIREMENTS

Must successfully complete all employment-related background checks and meet applicable requirements for employment with Warren County Public Schools. Must maintain professional conduct, confidentiality, and appropriate ethical standards when working with students, employees, and sensitive division information.

Driving Requirements: Must possess and maintain a valid driver's license and have reliable transportation to travel between schools, division facilities, and other work-related locations as required. Employees operating a vehicle for division business must comply with applicable laws, School Board policies, and division procedures. Employees assigned to transport students must meet all additional driver eligibility requirements, including applicable motor vehicle record checks and other required authorizations.

PHYSICAL DEMANDS/REQUIREMENTS

Duties are performed in school and division settings, including offices, classrooms, computer labs, server rooms, equipment storage areas, and other technology-related environments. Work requires frequent sitting, standing, walking, bending, stooping, kneeling, reaching, and occasional climbing or working in confined spaces to install, inspect, maintain, and repair technology equipment.

Frequent use of hands and fingers is required to operate computers, tools, and technology equipment and to perform tasks involving cables, connectors, and electronic components. Work may require frequent lifting, carrying, pushing, or moving equipment weighing up to approximately 30 pounds and occasional lifting or moving of technology equipment weighing up to approximately 75 pounds, with appropriate assistance or mechanical aids when necessary.

Vocal communication is required to express and exchange information clearly and accurately. Hearing is required to receive and interpret spoken information and recognize equipment alerts or other audible signals. Visual acuity is required for reading and analyzing written and electronic information, identifying equipment connections and components, troubleshooting technical problems, and observing surroundings and activities.

The employee must be able to operate standard office equipment, specialized technology tools, and motor vehicles as required. Duties may involve travel between division facilities and occasional exposure to indoor and outdoor environmental conditions, equipment noise, electrical hazards, and other conditions associated with technology installation and maintenance. Regular interaction with school personnel, administrators, vendors, and other technology professionals is required.

EVALUATION

Performance will be evaluated by the Director of Technology in accordance with Warren County Public Schools' established evaluation procedures and based on the employee's effectiveness in fulfilling assigned responsibilities.

Warren County Public Schools is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, disability, age, religion, ancestry, genetic information, marital status, or any other characteristic protected by law. WCPS is committed to providing a work environment free from discrimination and harassment.