

# WARREN COUNTY PUBLIC SCHOOLS

210 North Commerce Avenue Front Royal, Virginia 22630

Phone (540) 635-2171

## System Technician Position Description

**LOCATION:** Central Office and Schools

**JOB CATEGORY:** Professional Support

**PAY GRADE:** Grade 37

**FSLA:** Exempt

**IMMEDIATE SUPERVISOR:** Director of Technology

### **GENERAL DEFINITION AND CONDITIONS OF WORK**

Oversees the operation of the Warren County Public Schools wide-area network and each school's local area network. Responsibilities include installing, testing and performing routine maintenance on servers, including, but not limited to, proxy servers, e-mail servers, file servers, library servers, and Internet servers and network equipment, including, but not limited to, switches, routers, hubs, concentrators, etc. Identifies and solves problems related to computer LAN/WAN technology and to communicate with users, manufacturers, and vendors concerning networking, hardware, or software issues.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS**

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

- Design, installation, configuration, and testing of Network Infrastructures LAN/WAN/MAN
- Design, installation, configuration, and testing of Network Backup System
- Design, installation, configuration, and testing of Network Email System
- Design, installation, configuration, and testing of Network File Access System
- Installation, configuration, and testing of miscellaneous. Network Application software
- Installation, configuration, and testing of updates and upgrades to Server application software, and network operating systems.
- Maintenance of user ID's and passwords across mixed platforms (Linux, Novell and Windows).

- Establishment of network and file system rights utilizing groups, ACL's and NDS
- Firewall and Proxy monitoring and security
- Monitoring and reporting of Internet usage and abuse
- Monitoring for abnormal network activity for detection of viruses or unauthorized access.
- Planning for Disaster recovery as it pertains to network hardware, software, and data
- Provide reports to administration for security, network utilization and capacity planning,
- Support application and operating system software issues, hardware issues, trouble calls, equipment inventory, and training.
- Research and report on new emerging technologies that may be beneficial to school division
- Installs and maintains networking equipment to allow for efficient flow of data within the school division and to the Internet;
- Configures and maintains wide and local area networks to allow for maximum security including antispam and antivirus services;
- Configures and supports authentication and file storage schemes for employees;
- Configures and supports workstations for administrative employees including, but not limited to, software applications, antivirus support, printing services, file storage and backup services,
- Configures routing schemes and IP addressing to allow for efficient flow of data within the school division and to the Internet;
- Installs and maintains hardware and software necessary for division-wide network connections including, but not limited to, DHCP services, DNS services, proxy services; firewall services, printing services, switches, and routers.
- Supports various networking topologies in use in WCPS including, but not limited to, 10/100Base T wiring, fiber optic wiring, and wireless networking.
- Installs and maintains computer hardware and software necessary for division- wide e-mail services including, but not limited to, local and external mail;
- Configures and maintains various e-mail add-ons including, but not limited to, antispam services, antivirus services, voice mail, internet services, archiving services, and listserv use;
- Configures and maintains backup schemes for data including, but not limited to, employee files and server

files;

- Installs and supports computer hardware and software necessary for division-wide Internet filtering services including, but not limited to, proxy and filtering software;
- Solves problems related to and maintains workstations and peripherals in schools and division offices;
- Solves problems relating to local and wide area networking of computer workstations and servers;
- Assists library media specialists in using computer technology in the schools' media center for circulation, catalog, and research including the Internet;
- Assists the Maintenance Department with technical assistance for network wiring work orders;
- Assists the Warren County Information Systems staff in coordinating administrative and instructional networks;
- Creates necessary documentation for networking configurations;
- Keeps informed on the latest technologies, practices, and programs in the IT field;
- Assumes responsibility for professional growth and keeps materials, supplies, and skills up-to-date;
- Examines and recommends networking and computer hardware and software to all WCPS employees;
- Assists in the implementation of the county-wide technology plan;
- Cooperates with other staff members in promoting a positive organizational climate;
- Takes all necessary and reasonable precautions to protect students, equipment, materials, and facilities;
- Models non-discriminatory practices in all activities;
- Complies with and supports school and division regulations and policies;
- Maintains proper boundaries with students at all times, assuring respect for the ethical and legal duties in the staff-student relationship and the essential duty to serve as a role model;
- Provides a good role model of an educated professional in appearance, demeanor, dress and behavior;
- Performs related duties as assigned by immediate supervisor(s) in accordance with the school/system policies and practices.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Candidate must possess demonstrated ability and professional and personal characteristics necessary for working effectively with school personnel and members of the community. This position requires a personable

individual who is capable of prioritizing their schedule and managing their time to accomplish a wide variety of tasks. This individual must be able to repair, provide maintenance and troubleshoot Network Servers, Cisco Switches and Routers, along with other OEM devices attached within the school system Wide Area Network (WAN), must be willing to learn new technologies and work in a team environment. The ability to diagnose and solve computer, peripheral, and network problems; ability to establish and maintain effective working relationships with other staff, teachers, administrators, and students

### **EDUCATION AND EXPERIENCE**

Candidate must have training and experience networking Macintosh and Windows computers and servers. Must have experience in supporting networks including, but not limited to, routers, switches, firewalls, servers, workstations, printers, scanners, mass storage devices, etc. A minimum of 3 years' experience working in the computer field is preferable. A high school diploma is required along with additional technical training or related college coursework. Knowledge of Windows 10 and Windows Server is required. Familiarity with Cisco Voice over IP, Cisco IOS, Google Apps for Education and Linux is a plus. Microsoft Certified Systems Engineer certification and Network+ certification desirable.

### **SPECIAL REQUIREMENTS**

Must be able to provide own transportation to schools throughout the division. Candidate must possess good moral character and is expected to be a role model, in and out of the school.

### **PHYSICAL DEMANDS/REQUIREMENTS**

Duties performed typically in school settings to include: offices, computer labs, and classrooms. Frequent walking, sitting, standing, stooping, lifting, up to approximately 30 pounds, and occasional lifting of equipment such as technology equipment weighing up to approximately 75 pounds may be required. Frequent operation of a vehicle and office equipment is required. Vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental

conditions, noise and hazards. Regular contact with staff members and administrators is required. Contact with technology professionals may be required.

Frequent contact with vendors and other technicians by phone, e-mail, or in person is necessary.

### **EVALUATION**

The Director of Technology will evaluate performance on the ability and effectiveness in carrying out the above responsibilities.