



SJCOE
EDUCATE • INNOVATE • INSPIRE

Job Description

POSITION TITLE: Network Support Technician #2431
Information Technology
Business Services

SALARY SCHEDULE: Classified Salary Schedule
Range 43

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Possess a Bachelor's Degree from an accredited College or University with a concentration in computer-related technology and/or Business Administration; or equivalent experience in management information systems. Three years increasingly responsible experience with information systems in a large scale information technology environment including network and computing devices, data network engineering, maintenance and troubleshooting. Experience in public education environment.

CREDENTIALS AND/OR SKILLS AND ABILITIES:

Operate and have a sound technical understanding of a wide variety of computing systems, operations, hardware and software; proper office methods and practices; operational requirements of networked computer systems; applications including Microsoft Office and others; Chromebooks, Macintosh, Windows and Windows Server operating systems; mobile computing platforms including smart phones and tablets; modern computer techniques, methodologies, principles, and practices. Maintain and actively pursue personal knowledge of current industry trends and technological advancements within the computing field.

Knowledge of principles and methods of system administration, network routers, switches, VLAN design and implementation, TCP/IP network design and implementation, 802.11x wireless technology. Experience working with SNMP network monitoring systems, documentation concepts, and clear written and oral communications. Ability to analyze procedures and problems, develop and implement improvements and solutions; prepare reports; gather, analyze and organize information, demonstrate advanced network troubleshooting concepts.

Follow documentation, manuals, and read complicated instructions; understand and carry out oral and written instructions; use appropriate and correct English, spelling, grammar and punctuation; perform arithmetic calculations with speed and accuracy; operate a variety of standard office equipment including computing devices, printers, copiers; work independently; communicate effectively in written and oral form; establish and maintain effective working relationships with others in a large and diverse user environment.

Must be flexible and receptive to change. Possess a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

SUMMARY OF POSITION:

Under general direction of the Coordinator of Networking, independently performs network design, implementation, maintenance, and troubleshooting; gather and collect information, analyze, document, and report on findings, impact, and potential solutions; provide advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network design; maintain knowledge of current network technologies and explore growth opportunities and trends.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Utilizes computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling and user support.
2. Receives calls for assistance, installations, and general maintenance; logs calls, prioritizes and takes appropriate action to ensure a satisfactory response with acceptable time frames for customers; provides status reports on all requests.
3. Provides training and support to a diverse customer base in the proper installation and maintenance of network hardware and software systems along with policies and procedures related to technology.
4. Maintains an advanced level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, networking practices, equipment and trends.
5. Designs, installs, tests, operates, monitors and maintains new and existing wired and wireless networks.
6. Researches, tests, recommends, implements and maintains new products, technologies, and trends that will enhance and increase the technical productivity, security and levels of service provided by the Information Technology Department.
7. Analyzes existing or proposed projects and requests to determine the feasibility for technical adaptation; prepares project proposals and quote requests and provides research and implementation documentation on project implementation.
8. Creates clear and concise technical documentation on Enterprise level systems and procedures; coordinate testing and evaluation of vendor software and hardware.
9. Responds to a rapidly changing technical environment and the requirements of customers.
10. Complies with all standards, procedures, controls, and policies as established by San Joaquin County Office of Education, participating school districts, and the Information Technology department.
11. Maintains effective working relationships with SJCOE and school district staff, students, parents, outside agency staff and the public.
12. Maintain confidentiality on issues concerning program and staff.
13. Performs other related duties as required.

14. Employees in this position must have the ability to:
15. Sit for extended periods of time.
16. Enter data into a computer workstation, operate standard office equipment and use a telephone.
17. See and read a computer screen and printed matter with or without vision aids.
18. Speak, hear and understand speech at normal levels and on the telephone.
19. Stand, walk and bend over, reach overhead, grasp, push and move, lift and/or carry up to 25 pounds to waist height.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer workstation, operate standard office equipment and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Speak, hear and understand speech at normal levels and on the telephone.
5. Stand, walk and bend over, reach overhead, grasp, push and move, lift and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors and outdoors in a standard office environment and come in direct contact with SJCOE and school district staff, students, parents, outside agency staff and the public.

Employees may be required to work outside of normal workdays and office hours for emergency situations, troubleshooting, critical demand periods, scheduled vacations or to meet installation deadlines. Requires travel within San Joaquin County and occasionally elsewhere within California.