



# DUNCANVILLE ISD

*Writing success stories, one student at a time.*

**Job Title:** Technology Network Administrator

**Wage/Hour Status:** Exempt

**Reports to:** Director of Technology

**Pay Grade:** AM-3

**Dept. /School:** Technology

**Date Revised:** 02-02-2017

**Primary Purpose:**

To provide the most efficient, reliable, effective, and customer friendly end-user support to all campuses/departments. Install, setup, and monitor local area network (LAN) and wide area network (WAN). Perform a variety of maintenance, evaluation, installation, and training tasks to ensure LAN and WAN performance meets the districts and user requirements.

**Qualifications:**

**Education/Certification:**

Associates or Bachelor's Degree

**Special Knowledge/Skills:**

- Knowledge of a range of computer networking systems and languages to include Cisco IOS, Windows Servers, and active directory or similar computer networks.
- Ability to design and coordinate the installation of data networks.
- Ability to maintain and troubleshoot computer network hardware, software, and peripherals. Knowledge of computing and network hardware and peripheral equipment.
- Ability to develop systems solutions for operational problems.
- Ability to learn and support new network components.
- Ability to communicate technical information to non-technical personnel.
- Ability to install, configure, and maintain personal computers, networks, and related hardware and software.
- Knowledge of federal copyright laws as they pertain to the use of computer software.
- Knowledge of computer and/or network security systems, applications, procedures, and techniques.
- Ability to identify and resolve computer system malfunctions and operational problems.
- Skill in organizing resources and establishing priorities.
- Ability to provide technical training to end users.
- Ability to learn and support new systems and applications.

**Experience:**

Five years experience supporting LAN and WAN infrastructure.



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## **Major Responsibilities and Duties:**

- Administer network workstations, utilizing one or more TCP/IP or non-TCP/IP networking protocols and/or one or more Windows based operating systems
- Evaluate and/or recommend purchases of computers, network hardware, peripheral equipment, and software
- Investigate user problems, identify their source, determine possible solutions, test and implement solutions
- Assist staff to resolve complex technical or out of policy operation problems
- Establish technician's goals and conduct employee performance reviews
- Serve as technical specialist in network problems and emergencies
- Conduct technical research on network upgrades and components to determine feasibility, cost, time required, and compatibility with current system
- Install, configure and maintain network components
- Work with vendors to resolve complex network problems
- Install, configure, and maintain personal computers, active directory, Windows workstations, Windows file servers, ethernet networks, network cabling, and other related equipment, devices, and systems
- Perform and/or oversee software and application development, installation, and upgrades
- Maintain site licenses for department/organization
- Plan and implement network security, including building firewalls, applying cryptography to network applications, managing host security, file permissions, backup and disaster recovery plans, file system integrity, and adding and deleting users
- Troubleshoot networks, systems, and applications to identify and correct malfunctions and other operational difficulties
- Develop and conduct various training and instruction for system users on operating systems, relational databases, and other applications; assist users in maximizing use of networks and computing systems
- Identify utilization patterns and their effect on operation/system availability and performance expectations
- Anticipate communication and networking problems and implement preventive measures
- Establish and perform maintenance programs following company and vendor standards
- Ensure timely user notification of maintenance requirements and effects on system availability
- Investigate, recommend and install enhancements and operating procedures that optimize network availability
- Maintain confidentiality with regard to the information being processed, stored or accessed by the network
- Document network problems and resolutions for future reference



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## **Additional Responsibilities:**

- Assist personnel of other departments as a computer resource
- Provide on-the-job training to new department staff members
- Other duties as assigned

## **Supervisory Responsibilities:**

Monitor the work and issue work assignments to network and computer technicians

## **Mental Demands/Physical Demands/Environmental Factors:**

**Tools/Equipment Used:** Hand tools and test instruments for electronic repairs and cable installations; standard office equipment including personal computers and peripherals

**Posture:** Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

**Motion:** Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching; may climb ladders

**Lifting:** Regular moderate lifting and carrying (up to 44 pounds); occasional heavy lifting and carrying (45 pounds and over)

**Environment:** Work is performed in an office environment; frequent on-call and after-hours work; occasional districtwide travel; may be required to be on-call 24 hours a day.

**Mental Demands:** Work with frequent interruptions; emotional control under stress

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Employee Print Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_