

Jordan School District
CLASSIFIED JOB DESCRIPTION

Job Title: Network Technician Senior (V32)	Job Family: 03
Department: Information Systems	Lane Placement: 16
Supervisor's Title: Director of Information Systems Network and Technical Services Manager	Contract: 245 Days
FLSA Classification: <u>Non-Exempt</u>	Hours per Day: 8
Department Approval: <u><i>Ron Bird</i></u>	Date: <u>12/5/16</u>
ADA Review: <u><i>Junele Masten</i></u>	Date: <u>12-5-16</u>
Human Resource Approval: <u><i>Buttrey</i></u>	Date: <u>11/23/16</u>
Superintendent Approval: <u><i>Johnson</i></u>	Date: <u>11/17</u>
Original date: 05/08	Revised: 03/09
Revised: 11/16	Revised: _____

GENERAL FUNCTION

Under the supervision of the network and technical services manager, the **Network Technician Senior** is responsible for monitoring, installing, troubleshooting and configuring components of the District Wide Area Network (WAN), Local Area Network (LAN), Wireless Local Area Network (WLAN), and Virtual Local Area Network (VLAN). Assists as backup support to Voice over IP (VoIP). Acts as a Level II/III technician to respond to end-user and help desk support for advanced network problems/questions and troubleshooting. Assists and trains other network personnel.

The incumbent is responsible to follow all policies and guidelines as detailed by District policy.

ESSENTIAL FUNCTIONS

- Responsible for monitoring, installing, troubleshooting and configuring components of the District Wide Area Network (WAN), Local Area Network (LAN), Wireless Local Area Network (WLAN), and Virtual Local Area Network (VLAN). Assists as backup support to Voice over IP (VoIP). Escalate advanced problems to higher level if needed.
- Act as a Level II/III technician to respond to end-user and help desk support for network problems/questions and troubleshooting. Assist and train other network personnel.
- Primarily focuses on network Problem/Configuration/Change Management to minimize network downtime. Identify network problems and perform configuration changes, software updates or equipment repair/replacement to restore/improve service.
- Participate in and assist in directing projects to install, upgrade or replace network components.
- Implement troubleshooting techniques, evaluate available testing tools and testing procedures to isolate network problems in order to improve network performance or restore service. Use technical documentation and specifications.
- Monitor, analyze, configure and support the shared communications technologies (security/data/voice/video) that are carried on the District Network.
- Effectively use network analysis tools (e.g., sniffers, analyzers, wireless tools) in troubleshooting activities.
- Maintain and validate Quality of Service (QoS) configurations.
- Communicate (written and oral) effectively and document problem resolution actions. Ability to communicate with end-users, administrators, carriers and partners in a timely fashion.
- Review and recommend proposed networking solutions including hardware, software, and applications and participates in planning and decision making activities.
- Maintain, update and organize product and procedural documentation and inventory.
- Keep current on advanced networking principles, practices, and protocols (e.g., OSI layer 2 and layer 3 operations, 802.11(wireless network), AAA security principles, and cybersecurity operations).
- Requires periodic late night or weekend work to meet work priorities.
- This position requires punctual and regular daily attendance.

NON-ESSENTIAL FUNCTIONS

- Maintain professional competence by reviewing appropriate literature and participating in appropriate organizations.

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent assigned to this position.
- Incumbent is required to perform other related functions as assigned. Other related functions can be performed for no more than 20% of an employee's normal workweek (i.e. eight (8) hours per week, or thirty-two (32) hours per month).

QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal background check.
- Will be subject to pre-hire and random drug testing.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machine, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Minimum Job Qualifications:

- Requires a High school diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be requested.
- Requires an Associate's degree in information technology, networking, electronics or related field plus four years work related experience with demonstrated competence or an equivalent combination of education and experience
- Requires experience in Windows and Macintosh environments
- Requires experience with network assets (e.g., switches, routers, security devices, and wireless access points).
- Requires experience with VOIP technologies, LAN/WAN/WLAN devices, Video Technologies, and Network Security. Requires knowledge of industry-standard network technologies.
- Network+ certification and Cisco CCNA certification preferred.
- Experience in K-12 school setting preferred.
- Understanding of the principles of computer and network security.
- Requires the ability to work independently through highly complex technical troubleshooting processes.
- Requires effective interpersonal skills and ability to work with others to support the concept of teamwork and customer service.
- Ability to communicate with vendors and carriers to perform troubleshooting, repair and installs.
- Ability to analyze, identify and understand network related problems and weaknesses.
- Ability to make proper work decisions to effectively address multiple priorities at one time.
- Ability to differentiate between unusual software and hardware problems to improve network performance.
- Ability to work well with frequent interruptions.
- Must be self-motivated and proactive in completing tasks with minimal direction.
- Requires a valid driver's license that allows incumbent to legally operate a motor vehicle in Utah.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

Machines, Tools & Equipment Used:

- Standard office equipment and machines.
- Computer hardware, software, components and related equipment.

Physical Requirements – Not limited to the following:

- Frequent carrying up to 10 pounds, lifting from floor to waist up to 10 pounds, pushing/pulling up to 50 pounds, pinching, fine motor dexterity, driving a District vehicle and balancing on icy surfaces. Constant keyboard/mouse use and near vision.
- Occasional kneeling, climbing ladders, crawling, overhead work, gripping up to 60 pounds and using hand tools.

- Occasional (0-33%) Frequent (34-66%) Constant (66-100%)
- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Possess the physical, mental and emotional stability to work under stressful condition, including but not limited to: deadlines, contract requirements, inspection requirements and interaction with critical personnel.

NOTE: This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.