
Title: Server Technician 1**GENERAL SUMMARY**

This position provides on demand technical assistance and support for all server based applications (emphasis on Microsoft Servers) in the district. This includes software, hardware and operational support to ensure minimal down time and greatest staff productivity. Lead and coordinate all server support resources and projects with the Server Technician 2 position to provide comprehensive server support for the district.

ESSENTIAL JOB FUNCTIONS

Depending upon the individual assignment, the Server Technician 1 may perform all or a combination of the following:

1. Provides leadership, supervises and assigns work and oversees all projects within the server environment.
2. Supervise and organize Server Technician 2 work projects, schedule and monitor progress while coordinating additional tasks with the Director of Technology.
3. Train Server Technician 2 personnel for duties required on work site.
4. Responsible for all server support and projects, backups, server related security and configuration changes including all server compliance issues.
5. Maintain accurate inventory records of all server hardware and software licensing.
6. Configure, implement, and document server hardware and software.
7. Deal with problems in a fair and positive manor as they arise.
8. Provide written and verbal reports to the Director of Technology.
9. Assist staff members and support partners and vendors with problems relating to daily server issues.
10. Support field technicians and help desk personnel by resolving escalated issues.
11. Work cooperatively with district support personnel, support vendors, and department and other district departments as needed.
12. Monitor server health and maintain service pack levels, anti-virus, etc. on servers currently residing at the LTC and in the cloud.
13. Coordinate with Director of Technology regarding planned outages and maintenance or system changes.
14. Assist Director of Technology and others to determine Technology Services software, hardware, and training needs.
15. Assist in evaluating new software and client/server applications being considered to determine impact on current infrastructure.
16. Manage application deployment of server/client software.
17. Plan and implement new server deployment and configuration.
18. Work closely with building personnel to ensure minimal downtime for curriculum software in all district building locations.
19. Configure and monitor and maintain enterprise backup of all district servers.
20. Provide technical assistance and support for end users in the district for all levels of software/hardware issues via telephone, remote control of computers or site visit to ensure minimal down time and highest student and staff productivity.
21. Support district personnel in day to day management of Windows Active Directory.
22. Complete assigned projects with a high degree of quality while meeting deadlines.
23. Perform other duties as required by the Director of Technology Services.

REPORTING RELATIONSHIPS

This position reports to the Director of Technology Services

Server Technician 1

MENTAL DEMANDS

Experiences frequent interruptions; required to meet inflexible deadlines; requires concentration and attention to detail; may occasionally deal with distraught or difficult individuals. Must be able to maintain a “customer first” attitude when under stress.

PHYSICAL DEMANDS

Required to sit for prolonged periods; exposed to visual display terminal for prolonged periods; dexterity and precision required in the operation of a computer. Must be able to lift at least 70 pounds.

QUALIFICATIONS

1. **Required:**
 - a. Two or more year’s successful college or trade school education in areas such as computer science, network engineering, or related fields.
 - b. Four years of proven experience in support of Windows Server 2008 R2 or later on an enterprise level.
 - c. Knowledge and experience supporting E-mail and LAN/WAN issues in an enterprise environment.
 - d. Excellent problem solving and analytical skills.
 - e. Must be able to work effectively as a member of a team.
 - f. Access to reliable personal transportation and possess a valid driver's license.
 - g. Ability to work flexible hours.
 - h. Maintain confidentiality and display ethical behavior.
 2. **Demonstrate ability to:**
 - a. Communicate politely and effectively both written and orally.
 - b. Experience with Windows Server 2008 R2 or later in an enterprise environment.
 - c. Deploy and configure Network Policy server as well as other Domain Server enterprise roles.
 - d. Coordinate effectively with user personnel and management at all levels.
 - e. Facilitate project management and monitor progress of projects in an enterprise environment.
 - f. Work on multiple projects, and coordinate with department staff with minimal supervision.
 - g. Solve computer related problems both hardware and software employing a variety of resources.
 3. **Desired:**
 - a. Current MCSE, MCITP: Server Administrator, Enterprise Administrator
 - b. Experience in VoIP technologies and ShoreTel Director.
 - c. Experience with Macintosh and iOS networking technologies.
 - d. Have the ability to support and troubleshoot and maintain routers and switches in a multi-site enterprise IP network.
 - e. Experience with Avigilon card access control systems.
 - f. Experience supporting a Google Domain and related technologies.
 - g. Experience with scripting including Powershell and VBS.
 - h. Experience in supporting Exacq security camera software and hardware.
 - i. Experience supporting hardware and applications in an educational setting.
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UNIT AFFILIATION

PSE - Technical

CONDITIONS

The preceding list of essential functions is not exhaustive and may be supplemented as necessary.

CLASSIFICATION HISTORY

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