Central Valley School District
Job Description

Title: Server Technician 2

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.

ESSENTIAL JOB FUNCTIONS
Depending upon the individual assignment, the Server Technician 2 may perform all or a combination of the following:

1. Providing support for the Server Technician 1 in assisting staff members and support partners and vendors with problems relating to daily server issues.
2. Support field technicians and help desk personnel by resolving escalated issues.
3. Work cooperatively with district support personnel and other departments as needed.
4. Support district support personnel in day to day management of Windows Active Directory.
5. Monitor server health and maintain service pack levels, anti-virus, etc. on servers currently residing at the LTC.
6. Coordinate with Server Technician 1 regarding planned outages and maintenance or system changes.
7. Assist Server Technician 1 and others to determine Technology Services software, hardware, and training needs.
8. Assist in evaluating the impact of new software and client/server applications being considered to determine impact on current infrastructure.
9. Manage application deployment of server/client software.
10. Maintain and monitor enterprise backup of onsite servers.
11. Provide technical assistance and support for all computer 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 greatest student and staff productivity.
12. Perform other duties as assigned in coordination with Server Technician 1 and the Director of Technology Services.

REPORTING RELATIONSHIPS
This position reports to the Director of Technology Services

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. **<u>Required:</u>**
   a. Two or more year's successful college or trade school education in areas such as computer science, network engineering, or related fields.
   b. Two years of proven experience in support of Windows Server.
   c. Knowledge and experience in supporting an enterprise email solution.
   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 including working approved overtime when necessary.
   h. Maintain confidentiality and display ethical behavior.

2. **<u>Demonstrate ability to:</u>**
   a. Communicate politely and effectively both written and orally.
   b. Experience with Windows Server.
   c. Coordinate effectively with user personnel and management at all levels.
   d. Monitor progress of projects.
   e. Work on multiple tasks with minimal supervision and complete them on time.
   f. Solve computer related problems both hardware and software employing a variety of resources.
   g. Effectively use the Microsoft suite of productivity tools including Excel.

3. **<u>Desired:</u>**
   a. Current MCSE, MCITP: Server Administrator, Enterprise Administrator.
   b. Experience in VoIP technologies.
   c. Experience with Macintosh and iOS networking technologies.
   d. Experience supporting hardware and applications in an educational setting.

UNIT AFFILIATION
PSE - Technical

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

CLASSIFICATION HISTORY

Created 02/05
Revised 06/06
Revised 12/08
Revised 11/15
Revised 03/16