

Magnolia School District

SYSTEMS & and NETWORK TECHNICIAN II

DEFINITION

Under the supervision of the Systems and Network Manager, provide information technology systems support at all school sites and district departments. Install, maintain, and repair computer, Voice Over IP and network equipment and peripherals for certificated, classified, confidential, and management personnel in order to promote efficiency and prevent service disruptions; and perform other related duties as assigned.

EXAMPLES OF DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the classification.

- Serve as liaison between staff and the Information Technology department and commercial support to resolve issues or complete assigned tasks;
- Schedule and perform preventive maintenance tasks involving computers, printers, peripheral devices, and other related equipment; prioritize requests for technical assistance;
- Provide remote support for end-users, involving diagnosis of computer problems over the telephone in determining source of problem;
- Assist on-site personnel with software-related issues, including, but not limited to, operating systems, applications, and networking software;
- Assists in the maintenance and operations of the District's Wide Area Network (WAN), school Local Area Networks (LAN);
- Troubleshoots server and network issues;
- Advise and consult with Systems and Network Manager as to the appropriate software and hardware configurations to support current and long-range District plans and objectives;
- Plan, oversee, and assist in designing and implementing District wide network sub-systems to support wireless communications integrating voice, video, and data traffic with the existing network infrastructure;
- Delivery, set-up, and apply configuration to computers, printers, and other related equipment for staff and other personnel at various District sites;
- Recycle outdated equipment;
- Assist staff with set up and use of audiovisual multimedia operations;
- Stay current on the District's Supported operating systems;
- Stay current on the District's policies and procedures;
- Provide advice to staff on appropriate actions for utilizing provided technologies;
- Answer staff questions, both in person and over-the-phone, on all District supported applications;
- Create and document procedures for installation/delivery/maintenance of equipment and software;
- Fiber optic cable termination;
- Training of Tech I on IT department procedures
- Setup relationship with vendors for IT department repairs or support;
- Coordinate IT team projects;
- Document resolutions for future references;
- Perform hardware and software installations;
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Basic reading, writing, and arithmetic skills;
- Tools, equipment, practices and methods of installing, cleaning, adjusting and repairing computer systems, peripherals and related equipment;
- Basic electronic concepts and principles of electronic data processing, digital electronic logic, computer time-sharing operations and data transmissions;
- Personal computer hardware;
- Current District office technology and software;
- Computer networking concepts, including network equipment, cabling, and operating systems;
- Computer troubleshooting techniques;
- Record keeping techniques;
- Customer service techniques.

Ability to:

- Install, replace, maintain and repair various types of computer systems, networks, peripherals and related equipment;
- Use current District office technology and software;
- Work from plans, technical manuals, schematics, diagrams and specifications;
- Maintain records and prepare concise reports (including inventory);
- Acquire and comprehend advanced knowledge of company supported applications;
- Learn and support new applications;
- Read, interpret, apply and explain rules, regulations, policies and procedures;
- Add, subtract, multiply and divide quickly and accurately; Keep counts and records;
- Communicate, understand and carry out oral and written directions;
- Print and write legibly;
- Work confidentially with discretion;
- Bend, kneel or crouch to assist students;
- Reach overhead, above the shoulders and horizontally;
- Establish and maintain effective, respectful and cooperative working relations with school staff, fellow employees, supervisors and the public;
- Take on new responsibilities and adapt to changing situations.

Education:

- High school diploma or equivalent;
- College level course work in computer technology;
- Post-secondary Education required;
- Bachelor's degree preferred;
- Pass a rigorous District test related to the field applied;
- A+ certified technician – Required.

Experience:

- Three years of increasingly responsible journey-level experience in the installation, maintenance and repair of networks, computer systems, peripherals, and related equipment.

DESIRABLE QUALIFICATIONS:

- **Knowledge of District policy.**

Licenses/Training/Experience:

- A valid Class C California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

WORKING ENVIRONMENT

While performing the duties of this job, the employee works in a school and/or classroom as needed. The employee's primary responsibility is working with students and staff during the school day. This position may involve frequent interruption and direct contact with staff, students and the public; a high volume of responsibilities that may require working without direct and/or constant supervision; and working in a school environment where the noise level is usually moderate.

PHYSICAL AND MENTAL REQUIREMENTS

The physical and mental requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

- Persons performing service in this position classification will exert up to 75-100 pounds of force frequently to lift, carry, push, pull, or otherwise move objects.
- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms.
- Depending on the work location, this assignment may involve sitting most of the time, but will involve walking or standing for brief periods.
- Perceiving the nature of sound, near and far visual acuity, depth perception, providing oral information, the manual dexterity to operate business related equipment and handle and work with various materials and objects are important aspects of this job.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- Work under deadlines with constant interruptions and interact with District staff, vendors, and the general public.

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive. Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

Range: 42

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EQUAL OPPORTUNITY EMPLOYER
