



NETWORK COMPUTER TECHNICIAN

DEFINITION

Under the direction and supervision of the CBO, perform skilled work in maintaining and troubleshooting computers and peripherals, as well as maintain a program of preventive maintenance on computers and peripherals. Provide support to network users and other technology staff and provide basic technical support that relates to networks, security, and connectivity.

EXAMPLES OF DUTIES

1. Install, configure, diagnose, and maintain computer hardware and software. Troubleshoot software and hardware problems, identified by users.
2. Install and test new software and hardware.
3. Answer questions about computer equipment and network operations.
4. Configure and reformat systems. Provides a range of troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity and internet access. Works with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems.
5. Operate a variety of instructional and non-instructional equipment, including computer terminals, printers, and scanners.
6. Maintain computer lab in a safe, clean, and orderly condition.
7. Maintain confidentiality of all data on computers.
8. Instruct users in the use of programs and systems, and/or the basic care and operation of computers, monitors, printers, keyboards, and other related peripherals. Sets up access limits to computer users according to the permissions established by District administration and the Network Systems Administrator.
9. Provide on-site and remote customer support to maintain efficient operations of technology operations throughout the district.
10. Detect and repair or remove viruses, adware, spyware, and other malicious software, using anti-virus and spyware removal software, as well as other standard methods of removal.
11. Perform preventive maintenance on assigned equipment, assuring that school-site educational priorities will not be interrupted.
12. Assists in the implementation, configuration, and maintenance of the wireless network. Configuration of users, access points, and related servers.
13. Perform exact and precise work in the installation, repair, maintenance, overhaul and adjustment of computer equipment and peripherals.
14. Respond to Help Desk Tickets. Enforces network system standards, protocols, and procedural controls for operation of the network systems.
15. Travel and work at multiple district sites as needed.
16. Assist with special projects, as requested.
17. Maintain accounts and reset passwords for Google Apps and/or E-mail accounts or other accounts as needed.
18. Use system imaging software.
19. Create relocation forms and inventory lists for the technology department, this may require visiting site to conduct physical inventory yearly. Assist in maintaining equipment and property records.
20. Perform other duties as assigned.

Pending

Board Approval December 8, 2022



QUALIFICATIONS

1. Basic computer and network terminology and operations for both PC and Macintosh platforms.
2. Basic knowledge of computer networking systems, Mac OS, and TCP/IP networks. Basic Internet applications.
3. Experience in managing Microsoft Server and/ or Local Area Networks, in a multi-platform environment.
4. Familiarity with common application programs and software installation procedures.
5. Skill and/or ability to troubleshoot and solve hardware or software problems.
6. Basic safety regulations and practices applicable to electrical and electronic equipment.
7. Basic installation and use of common computer software packages, printers, scanners, CD-ROM drives and monitors.
8. Requires a working knowledge of the commands used for managing and manipulating routers, and switches; basic knowledge of the physical elements of the network such as but not limited to the following: Ethernet (100MB, 1GB, 10GB, etc.) Fiber Optic and copper cabling. Requires working knowledge of networking protocols such as Ethernet, TCP/IP.
9. Must hold valid driving license and insurance.

KNOWLEDGE OF

1. Basic computer construction and network operations.
2. Software support for software, such as, MS Office Suite, Microsoft operating systems, and Google apps.
3. PC hardware, software, and peripherals in a Windows environment.
4. Documentation, record keeping and report preparation techniques.
5. Proper transporting of systems for installation or repair.
6. Materials, methods, and tools, used in the operation and repair of a variety of computer, alarm, and phone systems.
7. Tools, equipment, practices and methods of diagnostics, installation, adjusting and repairing computer systems, peripherals, and classroom technologies.
8. General components and capabilities of network switches, routers, servers, and cabling.
9. Network operations, including hardware and software.
10. System procedures and terminology.
11. Operation of various computer components.
12. Cloning software such as GHOST, FOG and ACRONIS and imaging software.
13. General safety methods and procedures, including high voltage and electronics.
14. Basic DOS, Windows, and other computer operating system commands.
15. Interpersonal skills, including tact, patience, and courtesy.

ABILITY TO

1. Repair, maintain and install a wide variety of microcomputers and peripheral equipment.
2. Train and provide technical support to users on computer operation, software, stand alone and local area network systems.
3. Maintain a program of preventive maintenance. Maintain records and files.
4. Schedule and perform work to meet established timelines.
5. Work independently with minimal supervision.
6. Establish and maintain effective and cooperative working relationships with others.
7. Gain knowledge of various designs of systems, hardware, software, and maintenance and/or repair procedures.
8. Instruct staff on how to operate systems and perform basic troubleshooting techniques.
9. Communicate effectively with others.



PHYSICAL ABILITY

While performing the duties of this job, the employee is frequently required to use hands or fingers to handle, feel objects, tools or controls, talk, or hear. The employee is frequently required to walk, sit, stand, reach with hands and arms, climb or balance, and stoop, kneel, crouch, or crawl. Applicants must be able to repetitively use fingers, use both hands simultaneously, lift items weighting up to 50 lbs., push, pull, repeatedly bend, or twist and/or apply pressure with wrists. The employee must speak clearly, hear well, and see small details clearly. Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision and the ability to distinguish shades, as well as use a two-way radio for communication purposes.

WORK ENVIRONMENT

Employees in this classification work alone and with others, both inside and outside; use a computer and telephone and may be subject to driving a vehicle to conduct work. Employees will be exposed to computers and other electronic equipment with potential exposure to electric shock. Reasonable accommodations may be provided to enable individuals with disabilities to perform the essential functions.

SALARY PLACEMENT

Schedule M, Range 28

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skills, and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.