Fort Cherry School District

Job Description

Title:　　　　Network Technician

Overview:　Lead the technology operations of the school system to meet the District technology goals as set forth by the Superintendent.

Reports to:　Director of Technology

Supervises:　none

Coordinates with:　Superintendent/Administrators/Principals/Secretaries/Teachers

The Network Technician position exists to provide an advanced level of support for current and emerging information technologies in Fort Cherry School District. This position's focus is to understand the organization's IT infrastructure in detail, monitor it at all times, evaluate threats, and continuously look for ways to enhance network security and protect sensitive information. This position also ensures maximum efficiency and stability of the LAN/WAN/RWAN infrastructure and is available 24/7/365, resulting in minimal disruption of services. This position must be familiar with on-premise, hybrid, and virtual server environments.

Essential Duties & Responsibilities:

- Under the general supervision of the Director of Technology, to maintain the school district's computer and network equipment in operating condition, meeting the technology needs of the district; troubleshooting and repairing computer hardware and software, and resolving immediate computer operational problems
- Installs and maintains computer operating systems, application software, and related computer equipment
- Performs computer and network hardware and software repair (computers, servers, switches, printers, scanners, and programs)
- Creates and maintains E-Mail and Internet accounts on computers; configures E-Mail and security on computers
- Inspects computer and network equipment requiring specialized computer repair and troubleshooting for the purpose of identifying and verifying repair needs
- Assesses malfunctions of hardware for the purpose of determining appropriate actions to maintain computer and network operations
- Provides technical support to users of hardware and software

- Maintains the school based computer labs in good working order
- Trains selected individuals for the purpose of ensuring their ability to use computer systems and new or existing software
- Coordinates computer and network-related repair requests
- Assists in record-keeping regarding the functioning and inventory of the school district's computers and related equipment, repairs, etc
- Assists in making recommendations regarding the purchase of new computers, software, and related equipment
- Uses personal computers, servers, switches, scanners and printers, and related equipment
- Repairs hardware, installs software and assists end users
- Manages District Student Information System
- Performs other related tasks as assigned

Qualifications and Skills:

- Strong technology background with network experience preferred
- Associate's Degree in Networking, Computer Science, Computer Information Systems, etc. or equivalent professional experience
- Documented training in computer hardware, software and network use, troubleshooting and repair
- Expert skill in Server Troubleshooting
- Expert knowledge of TCP/IP, DHCP, WINS, DNS
- Advanced knowledge in switches, routers, firewalls and access points
- Advanced knowledge of cybersecurity best practices
- Extensive knowledge of E-Mail, Internet, WAN, LAN, and other computer network programs and operations
- Extensive knowledge of computer hardware and software installation procedures
- Knowledge of all school district personal computer and software application
- Understanding of current operating platforms, computer hardware and associated peripherals, and software applications
- Ability to inspect, assess, troubleshoot and repair computer network system, hardware and software
- Analytical, problem-solving and creative-thinking skills with respect to computer-related issues
- Ability to work independently
- Ability to communicate effectively with all levels of end-users

- Ability to report work orally and/or in writing to supervisor
- Ability to establish and, maintain cooperative working relationship with, staff and others contacted in the course of work
- Ability to carry out instructions furnished in written or oral form

Terms of Employment:

Employment obligations will be defined in an Employment Agreement specific to the Network Technician

Evaluation:

Job performance will be evaluated at least annually