

MODESTO CITY SCHOOLS

JOB DESCRIPTION

NETWORK SPECIALIST

DEFINITION:

Under the direction of the Supervisor-Network Systems, provide a variety of specialized and complex services in the installation, configuration, operation, repair and maintenance of the District's enterprise network and server infrastructure, data communications equipment and related operating systems; analyze and diagnose related problems; install and/or upgrade systems applications software; provide technical user support assistance; assure proper network security; participate in the planning, design, set-up, development and modification of computer and network systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Install, configure, and maintain network servers, physical and virtual server operating systems.
- Install, configure, and maintain network switches, routers and other related networking hardware.
- Configure and maintain network and server security.
- Install, configure, and maintain network core services including the District's VoIP system.
- Install, configure and maintain District operating system and applications deployment system.
- Install, configure and maintain District web filter; analyze and mitigate efforts to bypass system.
- Install, configure and maintain District email and video conferencing systems.
- Maintain, manage and oversee mission critical applications to ensure maximum availability and minimize downtime of computer systems and programs.
- Analyze and troubleshoot network problems involving switching and routing, wireless connectivity, Voip communications, network security, network operating systems, printing, servers and other applications; conduct diagnostic testing on computers and network configurations as needed.
- Install, configure, and support network software and services such as enterprise e-mail, Active Directory infrastructure, web content servers, and database servers.
- Monitor and analyze network traffic using a variety of network management tools.
- Provide technical information to other departments, sites and end users; respond to questions or problems in person, via email or on the telephone.
- Support and secure a highly-distributed enterprise wireless network.
- Identify network equipment malfunctions and perform repairs.
- Perform a variety of duties in software and hardware deployments, file storage management, disaster recovery backups/configurations.
- Schedule and perform regular routine maintenance on District network servers, network switches and other network hardware.
- Maintain warranty information for all District network hardware and software.
- Order and install replacement parts and supplies needed for repairs according to established guidelines.
- Maintain inventory of necessary supplies and parts; arrange for major repairs of equipment.
- Prepare and maintain records and reports related to assigned activities and maintenance of system and user documentation.
- Operate and maintain a variety of specialized equipment, a computer, mobile devices and software related to the upgrade, installation and repair of network systems; utilize a variety of hand and power tools to make repairs.
- Attend and participate in meetings, conferences and seminars related to computer technology to maintain current knowledge of technological advances in the field.
- Maintain confidentiality of District and user information.
- Drive a vehicle to conduct work.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:**Education and Experience:**

- Any combination equivalent to: graduation from high school supplemented by college-level coursework in computer science or a related field and three years of experience in the installation, maintenance and repair of computer systems, networks, peripherals and related equipment.

Licenses and other Requirements

- Valid California Class C driver's license.
- Must provide DMV printout within five work days of offer of employment.
- Maintain participation in CA DMV Assessment System/Automatic Pull Program.
- Appropriate computer repair and troubleshooting coursework.

DESIRED QUALIFICATIONS:

- CCNP-Cisco Certified Professional or equivalent certification.
- MCSA-Microsoft Certified Solutions Associate certificate.

Knowledge of:

- Technical aspects of network servers, virtual servers and server operating systems and maintenance.
- Computer hardware systems and software applications utilized.
- Windows Powershell scripting.
- Database structures, on-line applications and system capabilities of assigned computer systems.
- Web page development and the server operating systems that run web services.
- Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
- Principles, methods and procedures of operating computers, networks and peripheral equipment.
- Applicable laws, codes, ordinances, regulations, policies and procedures.
- Communications and networking equipment such as network hubs, switches and routers.
- Project management methods and practices.
- Record-keeping techniques.
- Operation and maintenance of a variety of specialized equipment and hand tools.
- Technical aspects of field of specialty.
- Basic inventory methods and practices.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.

Ability to:

- Coordinate, monitor and provide a variety of specialized services in the installation, operation, repair and maintenance of network servers, virtual servers and operating systems and related equipment.
- Diagnose and resolve hardware or software issues.
- Adapt new or existing equipment for integration into current systems.
- Troubleshoot and repair system malfunctions and maintain system operation.
- Utilize a variety of computer applications and operating systems.

- Respond to user requests for assistance and malfunction correction and provide technical support.
- Research, analyze and recommend new system software and hardware.
- Analyze situations accurately and adopt an effective course of action.
- Manage server-based applications.
- Maintain records related to work performed.
- Maintain current knowledge of technological advances in the field.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction.
- Plan and organize work.

WORKING CONDITIONS:

Work Environment:

- Indoor/Outdoor/Office environment.
- Drive a vehicle to conduct work.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information in person and on the telephone.
- Seeing to read a variety of materials and view a computer monitor.
- Sitting or standing for extended periods of time.
- Lifting, carrying, pushing or pulling moderately heavy objects.
- Bending at the waist, kneeling or crouching to install equipment.
- Reaching overhead, above the shoulders and horizontally.
- Walking.

Hazards:

- Working at heights to install equipment.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

Cabinet Approved: 6/12/12

Unit Approved: 12/12/12

Board Approved: 5/31/05, 1/14/13

FLSA Status: Non Exempt