CENTRAL SCHOOL DISTRICT

Job Title: **Assistant Network Administrator**   **Occupational Group:**   **Management & Confidential**

Reports to: **Assistant Superintendent of Student Achievement and Educational Services**   **Work Year:**   **12 months**

Board Approval: **10/1/2015**

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DEFINITION

Under the general supervision of the Assistant Superintendent, Educational Services, serves as the primary point of contact for District employees and users; provides technical support and third-level problem resolution services for the operation and use of personal computers and peripheral equipment, District network infrastructure and standard operating software; and performs related duties as assigned.

QUALIFICATIONS

Education/Certification:

- Desired - Graduation from a college with a B.A or B.S in Computer Information Systems or the equivalent completion of a degree in specialized computer support.
- Required - Valid California Driver's license and safe driving record.

Experience:

- Five (5) years of increasingly responsible experience in performing technical IT hardware, software and network support.
- Two (2) years of increasingly responsible experience with Aruba Networks wireless infrastructure.
- Two (2) years of increasingly responsible experience with SonicWall firewalls.
- One (1) year of increasingly responsible experience with Office 365.

Knowledge and Abilities:

Knowledge of:

Methods and techniques for the installation, configuration and troubleshooting of hardware, software and network connectivity; resolving hardware and software problems and device errors and failures; principles, characteristics and practices of computer platform and network operating systems used by the District; standard software packages, including word processing, spreadsheet, presentation, graphics and database programs; help desk functions and software, policies and procedures; research techniques, methods and procedures; PC and server hardware, printers, operating systems and characteristics; methods and procedures for the development of system and user documentation and manuals; methods and procedures for the storage and inventorying of hardware and software; basic office methods and practices, including filing and record keeping.

Ability to:

Troubleshoot, diagnose and resolve complex and ambiguous computer and PC hardware, software and connectivity problems and failures of varying difficulty efficiently and effectively; obtain accurate and complete information from users in person and by telephone to identify their needs and problems and develop responses and solutions; set priorities and work independently without the need for more than minimum supervision; install and configure PCs, laptops, printers, other peripheral equipment, devices,

Ability to (continued):

presentation and instructional equipment and other technology tools; read and interpret complex diagrams, specifications and manufacturers' instructions for the operation and maintenance of technology equipment; operate computer and peripheral equipment; follow and apply detailed written and oral work instructions; communicate effectively, orally and in writing; prepare and maintain records and reports; exercise sound independent judgment and initiative within established guidelines; conscientiously preserve the confidentiality of all proprietary and confidential data and information residing in the District, in accordance with Departmental and District policy, and state and federal law; establish and maintain highly effective customer-focused working relationships with clients/users other District and site staff, vendors and others encountered in the course of work.

ESSENTIAL & REPRESENTATIVE – Essential duties include, but are not limited to the following:

1. Serves as the initial and primary point of contact for District employees and users requesting technical assistance for PC's, printers and other peripherals and network connectivity and other application services; troubleshoots, diagnoses and resolves third-level hardware, software and network connectivity problems; refers the most complex problems to senior technology support staff, network administrators and/or vendors for resolution. **E**
2. Advises District staff and demonstrates methods in the operation and use of computers and related equipment and standard software; recommends operational or procedural modifications to resolve issues. **E**
3. Installs and configures standard enterprise operating and administrative software in accordance with established criteria; installs and configures specialized instructional and educational software as authorized; installs or relocates and configures PCs, laptops, printers, hardware, devices and other peripheral equipment for network connectivity. **E**
4. Diagnoses hardware malfunctions; replaces components and performs minor maintenance and repair; installs and configures replacement equipment; coordinates major repair of hardware with users, other District staff and/or outside vendors. **E**
5. Documents actions taken in problem/request and resolution logs; maintains and distributes user request forms, training manuals and documentation. **E**
6. Support the District's enterprise information systems environment and network infrastructure**. E**
7. Perform a wide range of installation, configuration, and service request and problem resolution assignments. **E**
8. Participate with other information systems staff in problem solving activities. **E**
9. Responsible for service, installation, maintenance and administration of District-wide infrastructure, hardware and operating system software. **E**
10. Enters hardware, devices and software in the system/network management and inventory databases. **E**
11. Monitors and reviews new software and hardware products and tools. **E**
12. Prepares various reports, as required. **E**
13. Attends trainings and professional meetings.

PRE-EMPLOYMENT PHYSICAL EXAMINATION

This position is subject to Board Policy 4112.4, which requires persons who are offered employment in certain classified positions to submit to pre-employment physical examinations.

WORKING CONDITIONS

Office environment, subject to constant interruptions; employees in this class spend prolonged periods of time at a computer terminal; employee may be exposed to communicable diseases and anti-social/hostile behavior.

Employees typically perform their work in customers' offices, classroom and locations where the noise level is normally quiet. Some repair assignments are performed in close spaces and expose employees to airborne dust and particles and the risk of electrical shock.

PHYSICAL ABILITIES

Dexterity of hands and fingers to operate modern office equipment; sitting or standing for extended periods of time; bending at waist, kneeling or crouching; seeing to read a variety of materials; hearing and speaking to exchange information; reaching overhead, above shoulders and horizontally; ability to lift up to 40lbs.

OTHER REQUIREMENTS

Possession of a valid California Motor Vehicle Operator's License and insurability by the District's liability insurance carrier. Must provide, at own expense, a car and a cellular phone for use during the day and in the event of an emergency.