NETWORK SYSTEM SPECIALIST

JOB DESCRIPTION

SUMMARY:

Seeking a Network System Specialist to offer technical support to internal/external via email, phone, through live chat and in person. The Network System Specialist will troubleshoot software and hardware issues to determine where repairs need to be made and then plan those repairs with the Technology Director. Maintain a LAN/WAN network.

DUTIES:

- Install, configure and support the school's local area network (LAN), wide area network (WAN) and internet based systems. Ensure network availability to all system users.

- Provide technical support to staff and students both onsite and offsite on hardware/software issues through various forms of communication (video, phone, remote computer control).

- Assist with maintaining the interactive video network to include codec, cameras and software.

- Maintain all peripherals on the network (printers, sound systems and smartboards).

- Perform a scheduled maintenance plan for the network to include data backups and disaster recovery operations.

- Maintain educational technologies to include Apple and Windows based devices and applications.

- Partner with Technology Director, Technology Committee and School Administration to compose three and five year plans in the areas of network remodeling, analysis and acquisition planning.

EDUCATION/EXPERIENCE REQUIRED:

- Associates Degree in Computer Science/Information Systems Microsoft Certification

- Minimum 3 years in a Network Support role

- Must possess a basic understanding of computer network system.

- Possess a strong background in server management and network security policies

- Must possess exceptional customer service skills

- Able to lift up to 20 lbs without assistance.