



**CLASS TITLE: NETWORK SUPPORT TECHNICIAN
UNIT 1**

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of technical duties in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and other technology equipment; participate in the design, installation, operation, maintenance and repair of Local Area Networks (LANs) and Wide Area Networks (WANs) as assigned.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of technical duties in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and other technology equipment; resolve a variety of technology malfunctions in a timely manner.

Participate in the design and installation of LANs and WANs as assigned; install and configure network hardware, cabling, servers, hubs, routers, switches and related equipment; replace cabling, equipment and devices as necessary; test, evaluate and maintain network system security and servers.

Install server and work station software and test applications to assure proper operation; configure hardware and software to assure network access and smooth system operations; monitor network traffic, note defective equipment and recommend or make corrective action; troubleshoot, diagnose and resolve operating system malfunctions.

Prepare backup data files in accordance with established procedures; monitor available system disk space; move files as necessary to provide for program running; run anti-virus programs as appropriate; restore user files as necessary.

Perform a variety of network administration activities including establishing and maintaining user accounts, passwords, e-mail accounts, internet connectivity and access, and designated programs; participate in the identification, containment and resolution of network security issues and problems; run anti-virus programs as needed.

Serve as a technical resource to contracted school personnel concerning computer systems, equipment and malfunctions as assigned; provide technical troubleshooting, determine type of request, diagnose and provide solutions; provide information concerning related practices and procedures.

Operate a variety of technical equipment including testers, meters, and a variety of hand and power tools; drive a vehicle to conduct work.

Communicate with contracted schools and various outside agencies to exchange information and resolve issues or concerns.

Maintain a variety of records related to networks, time and material costs, inventory, repairs and assigned activities.



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Participate in providing technical support in other technology areas including audio-visual equipment, projectors, document cameras, interactive whiteboard, iPods/iPads, and telecommunications equipment; provide information on proper use of equipment.

Monitor and maintain inventory levels of network system parts and equipment as assigned; order and receive parts and equipment as appropriate.

Maintain current knowledge of technology related to network systems, hardware and software.

Attend various meetings as assigned.

OTHER DUTIES:

Assist in the design, testing and evaluation of new hardware and software; provide recommendations concerning network products, methods and procedures; identify and provide recommendations concerning network enhancements and upgrades.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripheral equipment.

Principles, methods and procedures of operating computers, networks and peripheral equipment.

Hardware and software applications utilized by the department and contracted school districts.

Principles, theories and techniques of LAN and WAN design.

Basic principles, methods, materials, tools and procedures involved in the installation, configuration, maintenance, repair and operation of network systems and related equipment.

Database structures, on-line applications and capabilities of assigned computer systems.

Applicable types of cabling systems, hubs, routers and other related equipment.

Advanced knowledge of software programs.

Installation and operation of computer operating system software.

Materials, methods and tools used in the operation and repair of computer systems.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Record-keeping techniques.

Technical aspects of field of specialty.

ABILITY TO:

Perform a variety of technical duties in the installation, configuration, maintenance and repair of computer hardware, software, peripherals and other technology equipment.

Investigate, troubleshoot, diagnose and repair hardware, software and peripheral malfunctions.

Participate in the design, installation, operation, maintenance and repair of LANs and WANs as assigned.

Serve as a technical resource to contracted school personnel concerning computer systems, equipment and malfunctions as assigned.

Maintain network system security, servers and databases.

Inspect, troubleshoot, diagnose and resolve network problems and malfunctions.



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Install and configure network hardware, cabling, servers, hubs, routers, switches and related equipment.

Operate a variety of tools and equipment utilized in the maintenance and repair of computer systems.

Prepare backup data files in accordance with established procedures.

Install, upgrade, configure and assure proper operation of computer software, hardware and network equipment.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Work independently with little direction.

Meet schedules and time lines.

Maintain various records related to work performed.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college level course work in computer science of related field and two years experience in the installation, maintenance and repair of network systems.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

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.

Reaching overhead, above the shoulders and horizontally.