

St. Helena Unified School District

Position Description

Position: Network Systems Technician	Position Number:
Department/Site:	FLSA: Non-Exempt
Reports to/Evaluated by:	Salary Grade: 117

Summary

Installs, configures, troubleshoots, and services networked microcomputer workstations, video and multimedia, and related equipment and software used in administrative and instructional lab environments. Assists with installation and maintenance of server hardware and software. Works with computer users to enhance skills and productivity through technical support, one-on-one instruction, and help functions.

Distinguishing Career Features

The Network Systems Technician is part of a job family encompassing computer workstation and network support. The Network Systems Technician supports networked and standalone workstations and common administrative and instructional software, typically. The Network Systems Technician requires the ability to perform basic network operations, active directory account setup, application of existing computer security and user access rules, and perform hardware diagnostics. Advancement potential exists to the Education Technology Specialist with additional competency in designing and delivering formal technical training and serving as an advanced user of software used in education.

Essential Duties and Responsibilities

- Demonstrates and provides technical assistance to administrators, teachers, staff, and students on using computers and software programs including remote access and on the proper use of peripheral electronic equipment use to enhance presentations and viewing.
- Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to identification and replacement of components. Reviews purchase requests and recommends standards for equipment and components.
- Installs and configures networked computers, printers, modems, peripheral equipment, and software.
- Participates in installing and configuring upgrades to existing networks that enhance continuous operations, desired performance, and service.
- Participates in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers.
- Updates existing security software on networks and workstations. Tests existing operating systems and personal computers for potential viruses and security problems.
- Implements protocols and procedural controls for operation of the network systems.
- Installs and configures workstations to learning laboratory networks. Installs and

configures laboratory and classroom networks. Connects workstations to servers. Sets up student accounts onto local networks.

- Installs, configures, and maintains specialized software that supports courses offered by the schools. Tests software to ensure compatibility with the current operating environment and to equipment capability. Configures software to communicate with peripherals such as printers, modems, scanners, and screens.
- Administers active directory for student accounts. Adds, modifies, and deletes accounts.
- Receives and resolves user 'help desk' calls. Documents calls, forwarding some work order requests to the appropriate technology staff.
- Provides basic troubleshooting of user problems with common desktop software, accessing databases, network and networked equipment, and e-mail.
- Monitors local area network usage and performance. Confers with supervisor regarding problems with connectivity.
- Schedules and sets up multimedia equipment for use in classrooms, meetings, and events. Advises staff and students on check-out procedures and use of equipment. Assures that audio-visual and sound system equipment functions properly.
- May provide guidance to student workers who provide basic technical support and are engaged in technology curriculum or assist in laboratories.
- Keeps up-to-date on trends associated with networked computer workstations and computing and provides input to technology planning, hardware and software purchases.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

Requires working technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Requires a working knowledge of computer, video, and multimedia equipment diagnostics and repair. Requires a basic knowledge of operating systems. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires a basic understanding of local area networks for personal computers. Requires a basic understanding of protocols such as TCP/IP, Serial, Ethernet, and Access Lists. Requires sufficient communication skills to provide individual instruction and technical assistance on the use of PC-based software for business, education, internet, utility, and connectivity. Requires sufficient writing skill to document technical procedures.

▪ **Abilities**

Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used in both instruction and administrative areas and in Windows and Mac platforms. Requires the ability to document technical procedures. Requires the ability to set up, configure, and tune video and multimedia equipment used for classroom, public meetings, and conferencing. Must be able to install and configure microcomputer components such as, but not limited to, cards and drives. Must be able to connect interface cables and connections between computers. Must be able to prioritize

and organize work to meet deadlines and timetables. Must be able to read, interpret and apply technical information including equipment schematics. Must be able to give one-on-one training in the use of microcomputers and business and instructional software.

- **Physical Abilities**

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

- **Education and Experience**

The position requires an Associates degree in computer science or related technical field and 3 years of experience in the setup of networked microcomputer workstations, user access, and providing technical support. A Microsoft Certified Professional or A+ certificate is preferred and may substitute for some experience.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.