

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Network Technician II	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Assigned Department	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	WORK YEAR:	Varies
BOARD APPROVAL:	March 24, 2010	SALARY:	G-51/CSEA 125 Salary Schedule

(Former Classification: Computer User Systems Technician II)

BASIC FUNCTION:

Under general direction of an assigned supervisor, perform network support services, repairs, and network operations monitoring; provide in a reasonable, timely manner technical support of various District local and wide-area network systems hardware and software; test, troubleshoot and operate network equipment and diagnostic tools to provide timely delivery of services to meet the needs of students, staff, sites and departments; act as lead technician and provide clear work direction and guidance to assigned staff.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

Provide clear work direction and guidance to assigned staff. *E*

Install, test, monitor and maintain small site-based local area network (LAN) hardware and related software to ensure proper operations of equipment and services. *E*

Support network operations, LAN/WAN management and maintenance, LAN/WAN component installation/maintenance, network configuration and troubleshooting, and cable/wireless installation and maintenance. *E*

Performs network system administration on network servers as needed. *E*

Diagnose, log requests, monitor progress, track problem resolutions, identify patterns of failures; research bug fixes and solve network, wireless and Voice-over-Internet Protocol (VoIP) problems as related to assigned duties in a reasonable, timely manner; provide guidance for proper usage of equipment. *E*

Prepare written technical documentation, standards, reports and other documents as assigned. *E*

Travel to various District sites or departments to provide technical support as needed to assist others. *E*

Operate software and hardware diagnostic tools and related equipment. *E*

Assist in recommending, defining and establishing District standards.

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years of college-level course work in computer science or related field, and three years experience including training involving instructional technology.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license; Cisco Certified Network Associate (CCNA) or equivalent or ability to obtain within one year.

Special Requirement:

This position may work additional assignments including evenings and weekends to accommodate testing, support, maintenance and potential call back duty responsibilities.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Principles of local area network design, monitoring, and operation.
- Basic understanding of wireless architecture and VoIP technologies.
- Information Technology functions and responsibilities.
- Principles and practices of providing work direction and guidance to assigned personnel.
- Interpersonal skills using tact, patience and courtesy.
- Technical aspects of field of specialty.
- Accurate record-keeping techniques using current software programs.
- Diagnostic techniques for local area networks.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Inventory methods and practices.

ABILITY TO:

- Analyze and resolve complex technical problems related to local and wide area network equipment.
- Troubleshoot and repair local area network of computers and equipment.
- Train and provide clear work direction to assigned personnel.
- Operate various network hardware and software applications.
- Prepare various comprehensive technical materials.
- Prepare and present complete and accurate written and verbal reports.
- Establish and maintain cooperative and effective working relationships with a diverse range of people.
- Work independently with little direction.
- Plan, prioritize and schedule work to meet schedules and timelines.
- Communicate, understand and follow both oral and written directions effectively.
- Learn new or updated computer systems/software programs to apply to current work.
- Communicate using patience and courtesy in a manner that reflects positively on the organization.
- Actively participate in meeting District goals and outcomes.
- Apply integrity and trust in all situations.
- Learn District organization, operations, policies, objectives and goals.

WORKING CONDITIONS:

ENVIRONMENT:

Computer environment; driving a vehicle to conduct work; exposure to constant noise from computer equipment operation; extended viewing of computer monitor; contact with dissatisfied individuals.

PHYSICAL ABILITIES:

With reasonable accommodations, if necessary, dexterity to operate a computer and other office equipment; seeing to view monitors; hearing and speaking to exchange information; lifting moderately heavy objects; sitting or standing for extended periods of time; reaching overhead, above the shoulders and horizontally, kneeling, crouching or bending at the waist to retrieve or store files and equipment.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the American with Disabilities Act as required by law.

E= Essential Functions