

**FRESNO UNIFIED SCHOOL DISTRICT**  
**Position Description**

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<b>TITLE:</b>	Network Technician III	<b>REPORTS TO:</b>	Assigned Supervisor
<b>DEPARTMENT:</b>	Assigned Department	<b>CLASSIFICATION:</b>	Classified
<b>FLSA:</b>	Non-Exempt	<b>WORK YEAR:</b>	Varies
<b>BOARD APPROVAL:</b>	March 24, 2010	<b>SALARY:</b>	G-58/CSEA 125 Salary Schedule

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**(Former Classification: Computer User Systems Technician III)**

**BASIC FUNCTION:**

Under general direction of an assigned supervisor, perform advanced network support services in support of local and wide area networks and related systems to meet the needs of the District; perform technical and highly complex duties including data gathering, report preparation, technical problem solving, hardware installation and implementation of special project assignments to provide timely delivery of services to meet the needs of students, staff, sites and departments; provide technical expertise for local and wide area networks consisting of routers, switches, wireless devices and VoIP devices; manage and support IP addressing schema and other areas related to IP addressing; configure and operate tools for centralized network management; mentor, lead 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.)**

Mentor, lead and provide clear work direction and guidance to assigned staff. *E*

Install, test and maintain small site-based (LAN) and large core-router (WAN) hardware and related software to ensure proper operations of equipment and programs. *E*

Centrally manage a large wide area network using the latest technical hardware and software in support of providing students and staff access to high quality technical learning options. *E*

Diagnose and resolve network, wireless, and VoIP problems 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*

Work cooperatively and collaboratively with employees at all levels throughout the District in support of providing technology services to every site and department. *E*

Attend seminars and demonstrations to obtain new or updated skills and programs to perform current duties.

Assist in recommending, defining and establishing District standards.

Perform related duties as assigned.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor's degree in computer science or related field including or supplemented by courses in network and router software, and four years of experience in usage and installation of network equipment, computer hardware and software in large network systems.

**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 large-scale network design and operation.  
Monitoring and management systems typically found in a Network Operations Center.  
Information Technology functions and responsibilities.  
Principles and practices of providing work direction and guidance to assigned personnel.  
Technical aspects of field of specialty.  
Accurate record-keeping techniques using current software programs.  
Advanced diagnostic techniques for local and wide area networks.  
Inventory methods and practices.  
Server-based hardware and software systems and programs.  
Interpersonal skills using tact, patience and courtesy.  
Correct English usage, grammar, spelling, punctuation, and vocabulary.  
Methods and processes of statistical analysis and data reporting.

**ABILITY TO:**

Identify, troubleshoot and resolve problems related to centralized monitoring of a wide area network.  
Analyze and resolve a wide range of technical problems as related to assigned duties.  
Evaluate, install, test and prepare reports on new network software, firmware and hardware.  
Troubleshoot local and wide area networks of computers.  
Train and provide clear work direction to assigned staff.  
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:**

Technical environment; driving a vehicle to conduct work; extended viewing of computer monitor; exposure to constant noise from computer equipment operation; 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*