

SWEETWATER UNION HIGH SCHOOL DISTRICT

CLASS TITLE: NETWORK SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Director of Information Technology; perform a variety of technical duties in the installation, maintenance and repair of Local Area Networks (LAN) and Wide Area Networks (WAN); provide technical support and assistance to network users.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of technical duties in the installation, configuration and maintenance of LAN and WAN systems and related hardware, software and applications; assist in the development and implementation of network procedures and guidelines; modify existing network hardware and equipment as directed.

Inspect, troubleshoot and diagnose LAN and WAN hardware, software, cabling and related equipment; identify, evaluate and resolve network problems and malfunctions; diagnose and repair bridges, hubs, routers, switches, modems and other network equipment.

Monitor operation of WAN, LAN, and data collected by monitoring software to assure smooth operations and proper connectivity, and identify problems, issues or concerns; monitor and maintain network servers; modify network configurations to enhance system performance as appropriate.

Perform a variety of network administration activities including establishing and maintaining user accounts, passwords, e-mail accounts, internet connectivity and access, and designated programs; monitor and maintain network system security; run anti-virus programs as needed.

Monitor and make recommendations concerning network security including firewall device and security software configurations; participate in the identification, containment and resolution of network security issues and problems; prepare backup data files for network systems and servers.

Assist in planning, designing, developing and implementing data and telecommunication network systems as directed; provide input to contractors concerning related construction projects; assure new systems and equipment adapt with existing systems.

Provide technical training and support to District personnel concerning the operation of network systems and related hardware, software and applications; respond to inquiries and provide detailed and technical information concerning related practices, procedures, applications and malfunctions.

Prepare and maintain a variety of records and reports related to network systems, alterations, configurations, user requests, projects, security, configurations, performance and assigned activities; assist in the development and maintenance of network maps as required.

Communicate with District personnel and outside agencies to exchange information, coordinate

activities and resolve issues or concerns.

Operate a computer, assigned software, meters, scopes, testers, analyzers and a variety of hand tools; drive a vehicle to conduct work.

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.

Work from schematics, diagrams, specifications, shop drawings and blue prints.

Assist in the preparation of bid specifications, contracts and grants related to network systems as directed.

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

Perform routine preventive maintenance on network systems, hardware, software and applications.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Technical aspects of LAN and WAN installation, maintenance, operation and programming.

Principles, practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of network systems, servers and related applications, software and hardware.

Applicable types of cabling systems and network design.

Principles and techniques of systems and network analysis.

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

Principles, methods and procedures of operating computers, network systems and peripherals.

Applicable types of servers.

LAN and WAN usage, implementation and terminology.

Record-keeping and report preparation techniques.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

ABILITY TO:

Perform a variety of technical duties in the installation, maintenance and repair of LAN and WAN.

Provide technical support and assistance to network users.

Inspect, troubleshoot, diagnose and resolve hardware, software, application, peripheral and network system problems and malfunctions.

Perform a variety of network administration activities including establishing and maintaining user accounts, passwords, server and system back-ups, e-mail accounts and internet connectivity.

Operate computers and peripheral equipment properly and efficiently.

Maintain network system security, servers and databases.

Determine appropriate action within clearly defined guidelines.

Maintain records and prepare reports.
Complete work with many interruptions.
Plan and organize work.
Meet schedules and time lines.
Work independently with little direction.
Understand and follow oral and written directions.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

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

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching to reach computer equipment.
Seeing to view a computer monitor.

The Sweetwater Union High School District does not discriminate with regard to sex, race, religion, color, national origin, ancestry/ethnicity, marital or parental status, age, physical or mental disability, sexual orientation or any other unlawful consideration. SUHSD Board Policy #2224