

**NETWORK/SYSTEMS TECHNICIAN****DEFINITION**

Under the supervision of the Network/System Manager, performs day-to-day maintenance and monitoring of District-wide network system equipment, software, and operations. Assists the Network/System Manager in more complex upgrading, troubleshooting, and/or maintenance tasks as directed.

The typical duties and employment standards are representative of positions within this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the specific position.

**TYPICAL DUTIES**

Maintains day-to-day input/output activities to monitor the current condition of system equipment, software, and operations; monitors District-wide servers, WAN and LAN connectivity, Tipping Point IPS, District-wide wireless network, GroupWise internet access, and disk space usage on servers. Creates and maintains Netware and Groupwise user accounts and network printer connections; assigns NetWare file rights; modifies internet filter rules and backup configurations. Maintains firewall logs. Monitors and schedules UPS battery replacements. Troubleshoots WAN and LAN issues of moderate to average complexity. Regularly backs-up stored data on District servers to ensure data integrity in case of power failure, equipment malfunction, natural disaster, or system error; changes back-up tapes and maintains back-up logs. Using Zenworks, installs, upgrades, and tests application packages for deployment over District servers. Supports the administration of the student information system.

Assists Network Systems Manager in more complex upgrading, troubleshooting, and/or maintaining of WAN and LAN systems. Assists in documenting network processes, software and hardware installation, upgrades, and maintenance. Performs other related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

A **Network/Systems Manager** plans, analyzes, organizes, and manages the design, installation, upgrading, and operation of District-wide area and local area computer network systems under the direction of a higher level Director.

A **Network/Systems Technician** performs the day-to-day maintenance of District-wide WAN and LAN systems, and assists the Network/System Manager in more complex upgrading, troubleshooting, and/or maintenance tasks.

A **Computer Technician II** performs journey-level technical work required to assemble, install, upgrade, and repair and maintain a variety of multi-platform computers and peripheral equipment.

**EMPLOYMENT STANDARDS**

**Knowledge of:** LAN and WAN system design, operations, and security; personal computer and network hardware and software; Novell Groupwise and Netware, Microsoft Windows NT, internet, antivirus, firewall, and HTML applications and operations; information systems documentation practices; troubleshooting techniques, diagnostic programs and corrective actions.

**Ability to:** Diagnose, troubleshoot, and problem-solve network system and individual personal computer problems of average complexity; design, install, and configure network hardware and software; monitor and analyze network applications for effective and efficient operations; read and comprehend complex technical materials; provide technical support to department and site users;

## Network/Systems Technician

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explain technical material and procedures to non-technical staff members; communicate effectively in writing and orally; establish and maintain effective working relationships with District employees, vendors, and outside parties; plan and organize work; meet schedules and deadlines; work independently with minimal direction.

**Essential Physical Activities and Work Environment:** Work is performed in computer work rooms, District offices, school site offices, and classrooms and requires travel and access between these various locations. Sufficient strength and agility to lift, carry and transport microcomputers and peripheral equipment weighing up to 60 pounds. Incumbents are subject to traveling to District sites, noise from equipment, fumes from chemicals, and exposure to high voltage; must operate insured personal vehicle to transport computers, parts, and repair equipment to various District or school sites.

Sufficient ability to read and comprehend highly technical material; monitor, analyze, and resolve technical problems of average complexity and explain technical issues and procedures to non-technical personnel.

**Typical Background:** Any combination of training and experience that demonstrates the knowledge and abilities to perform the typical duties. A usual way to obtain the knowledge and abilities would be graduation from a two year college with an associate degree and two years experience as a Network/Systems Technician.

**Licenses and/or Certificates:** Valid Class C California driver's license and the use of a personal automobile is required. Must meet District vehicle and liability insurance requirements, as appropriate. Must possess a current Novell Certified Network Administrator (CNA) certificate and a Microsoft A+ certificate at the time of hire.

**Qualifications:** In order to be considered qualified for a vacancy in this classification, a candidate must possess the required background and successfully demonstrate such background, knowledge, skills and abilities through an examination process.