



## **Dist Coord 8 / Network Support**

### **Purpose Statement**

The job of Dist Coord 8 / Network Support is done for the purpose/s of providing technical assistance, training, and support for computer hardware and software; responsibility for upkeep for Network servers; and providing support and maintenance of essential systems including e-mail, internet proxy, DHCP, backup, user data, and printing services.

This job reports to Director of Technology

### **Essential Functions**

- Assesses malfunctions of computer hardware and/or software applications for the purpose of determining appropriate actions to maintain, upgrade and replace computer and network operations.
- Assists with wiring as well as wireless network support, installation for the purpose of enhancing District technology systems and usage.
- Communicates with a variety of personnel (e.g. systems managers, internship coordinators, teachers, secondary and elementary directors, building administrators, etc.) for the purpose of assisting in resolving network problems and facilitating network use.
- Installs a variety of technology related items (e.g. computer hardware, patches, software, peripherals, network equipment, modem connections, etc.) for the purpose of maintaining safe and effective district and site operation including classrooms, library and computer labs.
- Maintains DHCP services including assigning static addresses to printers, wireless access points and servers for the purpose of downloading files, updates and programs to improve the functioning of the LANS.
- Maintains user account information (e.g. maintains passwords and access rights, security, systems groups, etc.) for the purpose of ensuring system integrity and confidential file control.
- Monitors and maintains email systems for the purpose of ensuring minimal interruptions to district use.
- Monitors internet usage of staff and students for the purpose of reporting inappropriate usage to Personnel Director or school principals.
- Performs backup systems and recovery on District and school site server systems for the purpose of ensuring that electronic information is available as needed by District staff.
- Prepares and maintains a variety of written materials (e.g. work order reports, inventory control, procedures, repair logs, maintenance logs, software manuals, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Repairs computers, peripherals, network equipment and software, requiring specialized computer and electronics repair skills for the purpose of maintaining computer and network equipment in a safe and functional operating condition.
- Responds to user generated work orders and service tickets for the purpose of maintaining District computer hardware and software systems are functioning properly and available for use.
- Upgrades computers, peripherals, network equipment and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of the users.

## **Other Functions**

- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## **Job Requirements: Minimum Qualifications**

### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; preparing and maintaining accurate records; utilizing pertinent software applications; guiding others; instructional and training techniques; and interpersonal aptitude.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: concepts of electronics; photoelectric process; and current generation operating systems and network protocols.

ABILITY is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a wide variety of factors when using equipment. Flexibility is required to work with others; work with data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a wide diversity of individuals; work with data of varied types and/or purposes; and utilize a wide variety of types of job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; adapting to changing work priorities; establishing effective working relationships; communicating with diverse groups; being attentive to detail; working flexible hours; and working under time constraints.

### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the organization's services.

### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 50% sitting, 30% walking, and 20% standing. The job is performed in a generally hazard free environment.

**Experience:** Job related experience within a specialized field with increasing levels of responsibility is required.

**Education:** Community college and/or vocational school degree with study in job-related area.

**Equivalency:**

### **Required Testing**

Pre-employment Proficiency Test

### **Certificates and Licenses**

CWNA (Required within 6 months of hire)

Valid Driver's License & Evidence of  
Insurability Certified NetWare Engineer (CNE)  
certification

CCNA (Required within 6 months of hire)

CompTIA Network+ (Required within 6 months of hire)

CompTIA Security+ (Required within 6 months of hire)

### **Continuing Educ. / Training**

Occasionally as needed to perform changing essential functions of position

### **Clearances**

Criminal Justice Fingerprint/Background Clearance

**FLSA Status**  
Non Exempt

**Approval Date**

**Salary Grade**  
Lane 8