District Tech Support Specialist II -

Job Responsibilities:
1. Install, configure and maintain district wide networks (WAN, LAN, WLAN, intranet, Internet circuits) including the design, implementation, security, maintenance/troubleshooting, proactive monitoring/analysis, and documentation of these systems
2. Configure and maintain the Voice Over Internet Protocol (VoIP) intranet as well as Internet Protocol (IP) based InformaCast systems (bell schedules, speaker and clock system) at all sites
3. Perform system maintenance and upgrades during off-peak/non-production hours so as to lessen the impact to end-users
4. Manage and maintain local and off-site backups, backup software using enterprise backup solutions
5. Monitor, maintain, and upgrade storage area networks (SAN) and network attached storage (NAS) devices.
6. Knowledge and experience in disaster recovery planning and implementation.
7. Implement and maintain data, server (hardware) and software upgrades.
8. Write programs and code (e.g. Mac/UNIX shell scripting, AppleScript, Windows batch scripting, SQL queries) to streamline and automate various processes
9. Manage and maintain multiple local and web-based user databases; work with SQL
10. Develop, administer and maintain enterprise databases, websites, and networks, including standards and procedures.
11. Configure, design, and maintain Active Directory including Group Policies, network printing services, account and group management, and security.
12. Maintain current network and systems hardware architecture and software.
13. Knowledge of T-SQL based databases or related technologies to support systems and operations.
14. Perform database server configuration, installation, querying and programming, upgrades and maintenance.
15. Perform Microsoft and Apple X-Serve service-side administrative tasks.
16. Evaluate, design, monitor, implement and maintain computer enterprise software applications.
17. Install, upgrade, configure, and maintain all server-side applications for managing tablets and mobile devices.
18. Administer and maintain e-mail server & calendaring system in addition to SPAM filtering.
19. Manages and monitors a variety of computer & network systems & functions (e.g. WAN/LAN connections, network traffic, performance, Firewall, VPN, web interfaces, etc.) for the purpose of ensuring that district systems are secure and resources are effectively utilized.
20. Repairs operating systems and network equipment (e.g. servers, data communications hardware, lines, modems, network devices, switches, routers, etc.) for maintaining equipment in a safe and functional operating condition.
21. Configures onsite network systems (e.g. servers, routers, network security, network storage) for ensuring efficient operations.
22. Perform other duties as assigned.

Ability to:
- Develop and maintain network documentation such as diagrams, plans and specifications.
- Research, design, coordinate and implement data network upgrades and security solutions.
- Recommend technical solutions that solve organizational issues to improve student learning.
- Work cooperatively with customers, staff, vendors, contractors, and members of the public.
- Plan, organize, coordinate, prioritize and handle multiple tasks.
- Work under pressure with priorities and deadlines that may be subject to changes and frequent interruptions.

- Ensure timelines and project goals are met.
- Plan for future hardware architecture and software upgrades.
- Work flexible schedules as needed to perform network and system maintenance and upgrades.

Qualifications:
- At least 2-4 years of experience with network (WAN, LAN, WLAN, intranet, Internet) maintenance/troubleshooting, analysis, management, support, and systems administration
- Proficient with network hardware, routers, managed switches, wireless access points and other network appliances, particularly Cisco

Education and Experience:
- Bachelor's degree in Computer Science or a related field preferred, and/or associate's degree in Computer Science or a related field with one of the following Cisco certifications: CCNA, CCNP, or CCIE
- At least 2-4 years of experience managing complex systems, servers, networks, websites, and/or databases.
- Advanced degree desirable.

Physical Requirements
- The physical abilities required of this classification may include the following:
- Walking, stooping, crawling, reaching and working in awkward positions to install, connect and repair computers and wiring.
- Lifting and carrying hardware and tools to/from user sites.
- Manual dexterity to configure and repair hardware and use hand and power tools.
- Climbing ladders, working at heights and/or working in confined areas such as crawl spaces and attics.
- Color vision to read printed materials and schematics, calibrate computer screens, and identify and distinguish color-coded wiring and computer parts.

Approved by CSEA: 04/20/2016