

TITLE: Computer Network Assistant**FLSA: Non-Exempt**

- QUALIFICATIONS:**
1. Associate degree or higher, from an accredited university or college, in a technology related field.
 2. Minimum of two (2) years experience in design, installation, repair and administration of enterprise network communications and server software/applications.
 3. Two years of successful technology management experience.
 4. Such additional or alternative qualifications as the Board may find appropriate and acceptable.

KNOWLEDGE SKILLS AND ABILITIES: Ability to install, configure and troubleshoot network operating systems and associated applications, not limited to but primarily, within the Microsoft family of products; Expert knowledge of the principles, practices, operations and configuration of data network services; Ability to quickly learn and implement new technology, software, hardware and concepts related to networking and server applications; Ability to clearly comprehend and communicate information both verbally and in writing and understand and follow written and oral instructions; Exercise initiative in planning and organization of daily operations, and resolve routine Information Systems problems; Ability to work independently, in groups and establish and maintain effective working relationships with staff, management and vendors and their support personnel.

REPORT TO: Coordinator of Technology Services

JOB GOAL: To ensure that network communication systems and applications are in place, maintained and enhanced to service all technological platforms used by the District to achieve its educational and operational objectives.

PERFORMANCE RESPONSIBILITIES:

- * 1. Monitor, maintain, upgrade and configure server hardware and software equipment and applications to ensure uninterrupted service and efficient performance.
- * 2. Install, configure and maintain server and network security systems to minimize security risks to server systems and data.
- * 3. Maintain, upgrade and configure network communications hardware and applications to ensure uninterrupted service and efficient performance.
- * 4. Research, analyze and submit recommendations for software/hardware development, enhancement, replacement or purchase.
- * 5. Provide technical assistance to facilitate the implementation and use of existing and future technologies in the schools and district.
- * 6. Provide for the technical management of web services for the district.
- * 7. Assist with coordinating and informing curriculum and school leadership for instructional technology implementations, enhancements and maintenance.
- * 8. Administer user rights for individuals with security clearance to the appropriate network or server systems and/or applications.
- * 9. Administer and maintain communication systems including, but not limited to, electronic mail and VoIP communication systems.
- * 10. Assist with the development of specifications, standards of interoperability and selection of appropriate technology resources.
- * 11. Assist with technical support operations and respond to escalated software and hardware requests to resolve efficiently any technical issues affecting departments and schools.
- * 12. Maintain open communication with all departmental management and employees for the dissemination of information regarding network and server software and hardware issues.
- * 13. Consult with software vendors and application support engineers for product research, dissemination of information and problem resolution with existing software and telecommunications equipment.
- * 14. Monitor and maintain data backup processes, minimizing the chance of data loss.
- * 15. Understanding and effective use of network management tools for monitoring and configuring devices on the network.
- 16. Perform such other duties as may be assigned by the Superintendent or supervisor.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools, or controls; reach with hands and arms; and talk and hear. The employee must frequently lift and/or move up to 20 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. Noise level in the work environment is usually quiet to moderate.

TERMS OF EMPLOYMENT: Salary and benefits shall be paid consistent with the District's approved compensation. Length of the work year and hours of employment shall be those established by the Board.

EVALUATION: Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluations of personnel.