

COLTON JOINT UNIFIED SCHOOL DISTRICT

CLASS TITLE: TECHNOLOGY SUPPORT SPECIALIST II

BASIC FUNCTION:

Under direction of the Director of Information Technology, plan, organize and manage the District's Local Area Networks (LAN) at various sites, and the Wide Area Network (WAN). Instruct and train District personnel in the use of networks and related areas.

REPRESENTATIVE DUTIES:

Perform a variety of technical functions including evaluation, installation, testing, implementation, monitoring and maintenance of complex systems, applications, and hardware attached to the District WAN and LANs. *E*

Install, configure and maintain both District office and site core servers, including but not limited to servers related to Student Information System database/application server, web server, email servers, proxy servers, caching engines, data warehousing, and other servers necessary to the District. *E*

Install, configure and maintain core switches and routers supporting the District WAN, as well as establishing and maintaining base configurations for edge (LAN) switches. *E*

Install, configure and support District network-centric phone system. *E*

Establish standard configurations for servers and network equipment, maintaining documentation on each configuration, and variations thereof. *E*

Perform routine backup of all District core servers and network equipment configurations, via various mediums, to ensure their availability for recovery. *E*

Maintain administrative control of domain,. Maintain security settings and privileges as dictated by the Director of Information Technology. *E*

Manage installation of and updates to Antivirus software on servers and train IT staff in proper installation and administration for user workstations. Make vendor recommendations when required. *E*

Maintain documentation of all installations and configurations. *E*

Troubleshoot, install, configure, support user workstations when required. *E*

Participate in disaster recovery planning and prevention. Perform assigned duties pertaining to the plan. *E*

Maintain inventory of licensing, core networking equipment, core District servers, LAN edge switches and servers. *E*

Support and implement District standard applications, operating systems, and hardware. *E*

Train IT staff on the proper configuration and installation of site servers and workstations. *E*

Perform special projects as requested by Director of Information Technology relating to position.

Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Network operating systems including but not limited to Windows NT, Windows 2000 or Windows 2003, including the ability to load and configure according to departmental or best-practice standards, establish file and print sharing, installation and configuration of services and assisting other departmental staff in performance tuning and problem diagnosis.
- Networking components and major manufacturers including but not limited to Cisco Systems, hubs, routers, switches, multi-layer switches, firewalls, etc, including the ability to configure, optimize, maintain, trouble-shoot and effect necessary changes to ensure maximum up-time. Knowledge commensurate with Cisco Certified Network Associate (CCNA) required.
- Computer operating systems including but not limited to Windows 95/98/2000/XP/NT, MAC OS including loading, configuration, performance tuning and diagnosis if interactions with other software.
- PC/clone and Macintosh hardware platform architecture, repair and service techniques. Knowledge commensurate with A+ certification required.
- E-mail server applications including but not limited to Microsoft Exchange 5.5 and 2000, including Instant Messaging application.
- Principles, practices and concepts of networks and information systems.
- Technical aspects of the field of information technology.

ABILITY TO:

- Conduct research using a variety of mediums to generate solutions.
- Evaluate, install, test, implement, monitor and maintain complex systems, applications and hardware on the District WAN and LANs.
- Maintain network backup, licensing, security and antivirus protection.

- Troubleshoot and resolve hardware issues in PCs, servers, and networking equipment.
- Anticipate and resolve issues related to resource use and other technical areas.
- Be involved in developing and implementing training programs for PC/LAN Applications.
- Communicate effectively with end users both orally and in written form.
- Establish and maintain an effective working relationship with those contacted in the course of work. Use tact, patience and courtesy in dealing with end-users and with fellow employees.
- Maintain effective documentation.
- Schedule requirements for prioritization of work within departmental service level contract.
- Work independently with little direction.

EDUCATION AND EXPERIENCE

Education: High school graduate or the equivalent. Proof required. Bachelor's Degree in Computer Science, Telecommunications, Computer Engineering, or closely related field or equivalent coursework preferred. Course work in computer science, telecommunications, electrical engineering or closely related field, or completion of a training program focusing on networking equipment and network operation system, certified by major manufacturer or originating corporation.

Experience: Three years experience in computer systems with experience in design, development, integration, implementation and/or maintenance of LANs and/or WANs which transmit using a variety of mediums and protocols.

LICENSES AND OTHER REQUIREMENTS

Valid California driver's license

WORKING CONDITIONS

ENVIRONMENT:

Indoor and outdoor environment.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information.

Dexterity of hands, fingers to operate hand tools and other assigned equipment.

Seeing to view a computer monitor.

Sitting or standing for extended periods of time.

Lifting and carrying heavy objects (up to 75 pounds).

Bending at the waist, kneeling or crouching to repair equipment.
Reaching overhead, above the shoulders and horizontally.

HAZARDS:

Extended viewing of a computer monitor and close focus working distances.
Line voltages within equipment.
Laser and infrared light emissions.