Job Title: Specialist – Network Infrastructure

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.

FLSA Status: Exempt

Reports to: Appropriate Supervisor or Designee

Supervises: Appropriate Staff as required

Pay Grade: Professional – 6

JOB SUMMARY

The purpose of this job is to deploy and maintain all network services in schools and administrative offices to achieve the District's mission and strategic aims.

ESSENTIAL JOB FUNCTIONS

- Develops, implements, and improves service support procedures for the efficient delivery of assigned technology services.
- Monitors, evaluates, and reports on assigned technology services to ensure that the department's performance on problem resolution remains within the parameters set in the department's service level agreements.
- Monitors and manages the wide area network performance and initiate necessary corrective action.
- Monitors, evaluates, and reports on the availability and capacity of assigned technology services to ensure high availability of resources.
- Conducts long-range planning on the specifications, design, and installation of building networks, wide area connectivity, servers, workstations, and software.
- Designs, implements, and supports District-wide computing networks (including network servers and network communications equipment) throughout the District.
- Maintains and updates the District's websites and web servers; acts as administrator and maintains user access rights; examines site traffic.
- Provides project management for planning, implementing, improving, and maintaining network services for the District.
- Efficiently conducts research, collaborates with colleagues, and analyzes technically and instructionally complex problems in order to effect solutions.
- Provides coordination and direction for the installation and maintenance of network equipment for the District.
- Works with appropriate District personnel in the deployment of effective Web-based strategies that address the communications, public access, service delivery, and instructional functions of the District.
- Provides training in the administration and use of school-based networks.
- Assists principals and technology coordinators in assessing their network needs and provide direction or resources to meet those needs.

- Represents the Information Technology Department in local, state, or national meetings and conferences.
- Communicates with vendor technical support to resolve hardware and software problems.
- Keeps supervisor informed of potential problems or unusual events.
- Responds to inquiries and concerns in a timely manner.
- Disseminates information and current research to appropriate personnel.
- Refers to professional journals and other current research to determine appropriate uses of technology applications and networking in education.
- Maintains expertise in assigned areas to fulfill project goals and objectives.
- Develops annual personal goals and objectives consistent with and in support of District goals and priorities.
- Attends training sessions, conferences, and workshops to keep abreast of current practices, programs, and legal issues.
- Refers to professional standards and practices to design and maintain efficient local area and wide area networks.
- Receives objectives for the department and priorities for specific projects from the Analyst - Network Systems.
- Works in a proactive and self-directed manner to plan and carry out technical and curricular objectives and priorities of the department and District.
- Prepares all required reports and maintains appropriate records.
- Follows the policies and procedures of the Information Technology Department and all School Board policies, rules, and regulations.
- Serves on District, state, or community councils or committees as assigned or appropriate.
- Consistently represents the District in a positive and professional manner.
- Provides leadership and direction for the assigned areas of responsibility.
- Utilizes appropriate strategies and problem-solving tools in making decisions concerning planning, utilization of funds, and delivering services and evaluation of services provided.
- Assists in implementing the District's goals and strategic commitments.
- Exercises proactive leadership in promoting the goals and mission of the program.
- Provides oversight and direction for cooperative planning with other agencies.
- Sets high standards and expectations for self and others.
- Demonstrates initiative in identifying potential problems and takes appropriate corrective measures.
- Uses appropriate styles and methods to motivate, gain commitment, and facilitate task accomplishment.
- Facilitates problem solving by individuals or groups.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor's Degree from an accredited educational institution in Computer Science, Computer Technology, Instructional Technology, Systems Science, Engineering, or related field.
- Minimum of three (3) years of experience in several of the following areas: Data Communications, Distributed Processing, Intel-compatible/Macintosh Computer Operation, IOS and Android Tablet Operating Systems Analysis, and Maintenance of Network Infrastructure, including Cabling, Computer Programming, Installation, and

- Networking of Intel-compatible/Macintosh Computers and peripherals Network Administration Windows/Mac/Linux Server Administration.
- IT professional certification or equivalent as identified by the Director I – Information Technology.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Requires the ability to display a comprehensive knowledge of data communications systems and industry standard protocols.
- Requires the ability to display an extensive knowledge of wide area and local area network design and industry standards in order to optimally configure District-wide instructional computing networks in the most cost effective manner.
- Requires the ability to display a knowledge of major hardware platforms and computer and tablet operating systems, including but not limited to Macintosh OS, Microsoft Windows, IOS, and Android.
- Requires the ability to display a knowledge of major network operating systems including Linux, Macintosh OS X, and Microsoft Windows.
- Requires the ability to display a knowledge of project management practices and tools to facilitate implementation of computing networks.
- Requires the ability to display a knowledge to analyze and evaluate the network's system performance and functionality and provide enhancements or corrections.
- Requires the ability to display a knowledge of project management practices and tools to facilitate implementation of computing networks.
- Requires the ability to display a knowledge of outside plant infrastructure including, but not limited to long-haul fiber and long-range wireless technologies, towers, relays, and design considerations.
- Requires the ability to identify hardware and software issues relating to computing devices, servers, and networking equipment in school environments in order to effect resolution.
- Requires the ability to organize and prioritize activities.
- Requires the ability to communicate effectively, both orally and in wiring.
- Requires the ability to maintain a professional manner during negative stressful situations.

PHYSICAL DEMANDS

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects. The work also requires the following physical abilities in order to perform the essential job functions: fingering, hearing, mental acuity, repetitive motion, speaking, talking, and visual acuity.

WORKING CONDITIONS

Employees in this position work in a relatively safe, secure, and stable work environment.

Date of Board Approval: June 20, 2017, effective July 1, 2017

Date of Revision: