



Job Description

Job Title:	Network and Systems Technician	Department:	Technology
Schedule:	12 months per year / About 260 days per year	Reports To:	Systems Administrator
Classification:	EX 1	Prepared By:	HRA Job #192/DDSD HR
		Prepared Date:	2023
FLSA Status:	Exempt	Approved By:	HR
		Approved Date:	12/12/2023

SUMMARY

The Network & Systems Technician will work with the Systems Administrator, Network Administrator and Technology Department staff to provide wired and wireless network services, network systems, computer systems and information systems support to the David Douglas School District.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This description covers the most significant essential and auxiliary duties performed by this position for illustration purposes, and does not include other work, which may be similar, related to, or a logical assignment for the position. The job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

- Acts as the district VoIP administrator, configuring VoIP systems, analog systems, and the necessary interconnects.
- Works to configure, implement, repair, and maintain network, network systems, computer systems and information systems infrastructure including wiring closets, switches, routers, uninterrupted (backup) power supplies and servers throughout the district.
- Provides network, network systems, computer systems, information systems, server, VoIP system and top-tier client computer technical support for all district locations.
- Works to maintain district network, computer and information systems security policies and procedures
- Assists Network Administrator in supporting VLAN, LAN, SAN, and WAN (wide-area-network) connectivity and services with MESD and iNet/IRNE personnel and district technology personnel.
- Assists Systems Administrator in supporting Directory, backup, curriculum and all other computer and information systems.
- Assists in maintaining inventories of technology hardware and software in accordance with district and Technology Department policies and practices.
- Supports all district technology goals, policies and procedures as set by the Technology Department.
- Provides network and computer systems technical support to DDSD Help Desk personnel as needed.
- Works to support the implementation, maintenance, and upgrades to the DDSD wireless network(s) to ensure uninterrupted and appropriate use by staff and students at all DDSD locations.
- Assists with district technology-training sessions.
- Respects the confidentiality of all information maintained on David Douglas School District data systems.
- Assists other technology services personnel as needed.
- Perform other duties, as assigned.
- Prompt and regular attendance.

SUPERVISORY RESPONSIBILITIES

This position does not have any supervisory responsibilities.



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QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to the safety or health of employees or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Previous VoIP Administration experience.
- Excellent organizational and time management skills.
- Creative problem solving and effective troubleshooting skills.
- Communicates effectively orally and in writing.
- Working knowledge of macOS, Active Directory, VMWare, Google
- Thorough knowledge of imaging and net restore/netboot.
- Maintain enterprise backup systems (Veeam, Hycu)
- Experience with shell scripting (BASH, PowerShell, etc).
- Working with remote computer management tools.
- Working with remote network and server monitoring applications.
- Understanding of email protocols including SMTP, POP3 and IMAP.
- Knowledge of computer networking topologies and protocols including TCP/IP, DHCP, DNS, DHCP, AFP, FTP, SSH, and SMB.

EDUCATION and/or EXPERIENCE

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the required knowledge and abilities would be:

- Associate degree in technology-related field or the equivalent in network, help desk, or technical support service.
- One to three years of network, server, computer, and information system management; UNIX Command-line / scripting; support of network monitoring systems and VoIP systems.
- Valid Oregon Driver's License; Reliable transportation and evidence of insurability; Criminal Justice Fingerprint Clearance and other district certifications as may be deemed necessary by the Technology Department.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization. Bilingual preferred (The district's top languages are Spanish, Russian, Chinese, Vietnamese and Somali).

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages. Ability to apply concepts of basic algebra.

COMPUTER SKILLS

The job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.



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CERTIFICATES, LICENSES, REGISTRATIONS

Requires possession of a valid Oregon state driver's license.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This level has a work environment that is usually well protected, free (minimal 0-20%) from hazards or obstacles. There is little element of personal risk or hazard. Job conditions are usually comfortable, with only occasional issues of confinement, temperature change, incident of noise, or interactions of a disagreeable nature, etc. Positions with minimal responsibility for driving are to be placed at least at this level.

PHYSICAL DEMANDS

A moderate degree of physical stamina, with frequent lifting of up to 10 pounds and occasional lifting of up to 50 pounds required in the physical assistance of students with special needs. Ability to move freely to various locations within the classroom and other settings. Frequent standing, walking, sitting, and bending. Exposure to noise and activity in a school setting. Exposure to outdoor weather conditions.

MENTAL DEMANDS

Positions at this level require regular (40-60%) adaptive and flexible responses due to changing priorities, need to juggle timeframes, and need to meet fluctuating deadlines. Interruptions to normal schedules occur and response to new situations is needed regularly. Contacts with others can frequently include difficult or disagreeable people.

PAY EQUITY SCOPE

Positions at this level have a regular (40-60%) impact on and influence on organization operations, program outcomes and a need or ability to analyze problems or concepts or make decisions on the information. Regular program or policy development affecting the organization and its offerings is part of the job responsibility. Organization image is positively or negatively influenced by results of personal work. "Customer" service is an important part of the job and actions would likely impact the user's sense of satisfaction.

ADDITIONAL REQUIREMENTS

Post-job offer criminal background check will be required.

The David Douglas School District is a diverse community that provides equal opportunity in employment, activities, and its programs. It is the policy of the David Douglas School District to not discriminate on the grounds of race, color, religion, ethnicity, and use of native language, national origin, sex, sexual orientation, marital status, disability, veteran status, age, genetic information, or any other status protected under applicable federal, state, or local laws.

The school district also prohibits retaliation against an individual for engaging in activity protected under this policy and interfering with rights or privileges granted under anti-discrimination laws.

Persons having questions about equal opportunity and nondiscrimination should contact the Director of Human Resources for David Douglas School District.



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Employee Signature:		
Employee Name:		
Date:		
