

INFORMATION

Job Title: Network and Systems Specialist II

Category: Classified, Hourly Exempt

Reports to: Director of IT

Purpose: To improve student achievement by providing administration, management, and support for all IT infrastructure components, including, but not limited to, networks, servers, cloud services, and telecommunication systems through collaborative problem solving and excellent customer service at a level more advanced than the Network and Systems Specialist I position. This is the second level in the Network and Systems Specialist series.

KNOWLEDGE, SKILLS, AND ABILITY

To perform this job successfully an individual must be able to execute each requirement satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability needed for the position.

Minimum Required Qualifications:

1. High School Diploma or General Education Diploma (GED)
2. Possession of, or the ability to obtain an Oregon Driver's license, must have a safe driving record and provide proof of personal vehicle insurance. Required to have a reliable vehicle at work daily; may be required to transport District equipment in personal vehicle (motorcycles cannot be used to transport District equipment)

Experience and Training:

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:

1. Demonstrated **three or more years** of experience in the administration of enterprise network and server infrastructure
2. Demonstrated **three or more years** of experience working with and troubleshooting a variety of network hardware, software, and services (refer to prior **Preferred Skills and Abilities** section for examples)
3. Prior experience working in an academic/educational environment preferred
4. Two to four years of college or post-secondary training appropriate to the position or equivalent experience, preferred
5. Industry certification(s), preferred. Examples: Security+, Network+, Server+, CCNA, JNCIA, Microsoft infrastructure, Google infrastructure, etc.

Preferred Skills and Abilities:

1. Understanding of Enterprise Hardware: Servers, Routers/Switches, Firewalls, Wireless Access Points, VOIP & Traditional Telephony Equipment, Storage Systems, IP Cameras/NVRs, Networked Printers and Copiers, etc.
2. Understanding of Enterprise Software and Services: Modern Server and Client Operating Systems, Local and Cloud Directory services, Email and Spam Filtering services, Local and

Cloud Directory services, Modern Office Suites, Data Integration/Rostering and Single Sign on services, Web Content Filtering services, Enterprise Antivirus, Mobile Device Management, Enterprise Print services, Monitoring software/services, etc.

Ability to:

1. Analyze and solve infrastructure problems
2. Understand, use, and create detailed technical manuals
3. Effectively communicate technical information to audiences of varied levels of technical knowledge and provide quality customer service via excellent communication and interpersonal skills
4. Plan and prioritize workload requirements via a help ticketing system including scheduling and organizing multiple tasks for projects involving multiple people, both external and internal to the district
5. Assist with the installation, administration, management, and support of network, server, and service infrastructure components
6. Automate tasks via of programming and/or scripting languages
7. Create and maintain inventory of network hardware, software, and services via an asset management system
8. Manage, organize, prioritize, focus, and problem-solve with a willingness to learn and adapt to new systems and procedures
9. Work in a team environment using change management procedures and make appropriate decisions under guidance as well as work independently without detailed supervision
10. Work independently to solve problems and perform after-hours system maintenance and on-call commitment to service district systems and assist with other technology breakdowns to ensure the daily functions of the district's operations
11. Understand and use diagnostic tools and software for network problem determination
12. Multi-task, adapt to changing priorities, and meet inflexible deadlines
13. Understand and follow oral and written instructions
14. Communicate clearly and concisely, both orally and in writing
15. Travel to district schools/departments and out of district, as needed
16. Work flexible shifts, including evenings and weekends, to maintain the security and stability of the district technology infrastructure

ESSENTIAL FUNCTIONS

1. Provide tier two support for the installation, configuration, monitoring, troubleshooting, and maintenance of the integrity and availability of the district's network, server, telecom, software, and services infrastructure
2. Answer, evaluate, and prioritize incoming helpdesk tickets, telephone, voicemail, e-mail, and in-person or remote technology assistance requests
3. Create, modify, archive, and remove/disable user network, email, and cloud services accounts
4. Assist with management of the district's virtualization and storage infrastructure
5. Physically maintains network wiring and data closets
6. Monitor and maintain server and network security including operating system patches, antivirus software, mail filtering, account auditing, etc., including assisting with remediation and recovery
7. Monitor and manage data backup systems, including schedule, maintenance, and storage of data backups and restoration, as well as assisting with testing, and maintaining technology infrastructure disaster recovery system

8. Collaborate with others on technology projects, working with staff and vendors to assure that equipment and services are delivered as required
9. Assist with district cybersecurity improvement efforts
10. Responds to technology help desk infrastructure questions and problems; assist appropriate staff during peak workloads and tech staff absences
11. Train, develop, and mentor Tech Department staff as appropriate
12. Work collaboratively to proactively identify areas for improvement and enhancement; assist with developing strategies to address recurring problems as well as identify and implement solutions
13. Create and maintain up to date network and systems documentation, including training materials
14. Research, evaluate, and recommend technology hardware, software, and services for the district including participating in related budget preparations
15. Participate in establishing technology policies, procedures, standards, and guidelines, including the district's Technology Plan
16. Maintains professional and technical knowledge by participating in professional development activities
17. Maintain a high level of ethical behavior and confidentiality when dealing with student and staff data
18. Maintain appropriate certifications and training hours as required
19. Follow and maintain knowledge of all district policies and procedures
20. Professionally represent the district in interactions with parents, community, staff, and students
21. Attend in-service trainings.
22. Attend staff meetings and serves on the District Technology Committee and other committees as assigned.
23. Report issues to authorities as necessary
24. Comply with applicable district, state, local and federal laws, rules, and regulations
25. Maintain satisfactory attendance, as defined in district policy and regulations (GCBD/GDBD)
26. Perform related duties consistent with job description and assignment

Work Environment:

The work environment characteristics described below represent 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:

- A. Variety of locations inside and outside school buildings and offices, including but not limited to office, classroom, and lab environments. May be required to work in service spaces such as crawl spaces, attics, tunnels, wiring closets, and roofs.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- A. Frequent reaching, handling, handwork, talking and hearing. Mobility to work in a typical office setting and use standard office equipment, stamina to remain seated and maintain

concentration for an extended period. Hearing and speech to communicate in person or over the telephone.

- B. Vision: Frequent near acuity; occasional far acuity. Vision to read printed materials, computer screens and/or other monitoring devices
- C. Strength: Medium - Must be able to lift loads of up to 50 pounds; crawl, bend, stoop, twist, lift equipment while troubleshooting or connecting hardware. Perform installation or replacement of hardware inside cramped computer boxes; requires high level of manual dexterity

Supervisory Responsibilities:

All school employees have some responsibility for supervising students and assisting in maintaining a safe environment.

Such alternatives to the above requirements as the School Board or Administration may deem appropriate and acceptable.

CERTIFICATES, LICENSES, AND REGISTRATIONS

- A. Ability to obtain a valid First Aid card and Oregon Driver's License
- B. Background check and fingerprint clearance required
- C. Ability to complete District Health and Safety Online Training
- D. Ability to obtain an aerial platform certification

TERMS OF EMPLOYMENT

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions, or working conditions associated with the job.

This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The school district may add to, modify, or delete any aspect of this job (or the position itself) at any time, as it deems advisable.

Days and hours to be arranged, with salary according to the current schedule.

Following the probationary period, the performance of this job will be evaluated annually in accordance with provisions of the Board's policy on the evaluation of classified personnel.

ACKNOWLEDGMENT

I have read and understand the responsibilities and qualifications of this job description.

Name: _____
(Please Print)

Signature: _____ Date: _____