

**SAN CARLOS SCHOOL DISTRICT
TECHNOLOGY NETWORK SYSTEMS SPECIALIST**

BASIC FUNCTION:

Under the direction of the Director of Educational Technology or Designee, organize and direct operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems; oversee and participate in the planning, design, set-up, development and modification of computer and network systems; train and evaluate the performance of assigned personnel.

ESSENTIAL DUTIES:

- Organize and direct operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems; prioritize installation, maintenance and repair needs, coordinate project assignments and establish time lines.
- Oversee and participate in the planning, design, set-up, development and modification of computer and network systems; supervise the design, installation, operation, maintenance and repair of Local Area Networks (LANs/VLANs) and Wide Area Networks (WANs); assure proper installation of server and work station software and test applications to assure proper operation.
- Schedule staff to meet Helpdesk SLA software as well as technology needs, priorities and time lines.
- Oversee the installation, configuration, upgrading and operation of a variety of hardware, software and equipment including cabling, servers, hubs, routers, switches and applications to enhance and assure proper operation of assigned computer systems.
- Perform a variety of network administration activities including establishing and maintaining user accounts, email accounts, internet connectivity, back-ups, domains and workgroups, intranet, and designated programs and systems.
- Communicate with various staff, faculty and administrators to coordinate activities, exchange information and resolve issues and concerns; communicate with various vendors to discuss warranties and service contracts and make arrangements for repairs or replacements as needed.
- Troubleshoot network problems involving routing, communications, connectivity, network operating systems, printing, mass storage servers, print servers, memory management and other applications; conduct appropriate diagnostic testing on computers utilizing appropriate diagnostic tools.
- Provide consultation concerning computer systems, equipment and malfunctions; provide technical troubleshooting, determine type of request, diagnose and provide solutions; provide information concerning related practices and procedures.
- Coordinate communications and information between other departments to meet computer hardware, software, peripheral equipment and network system needs; prepare and distribute related correspondence.
- Operate a variety of technical equipment including testers, meters, analyzers and a variety of hand and power tools; drive a vehicle to conduct work.
- Communicate with personnel to exchange information, coordinate activities and programs and resolve issues or concerns.
- Prepare and maintain a variety of records and reports related to projects, work orders, equipment, systems, personnel, financial activity and assigned duties.
- Research and evaluate new technologies for possible implementation within the contracted school districts; provide technical advice concerning the purchasing and implementation of new technologies.
- Oversee inventory functions for assigned technology areas; order, receive and assure adequate inventory levels of equipment to meet operational needs of the department; oversee the preparation of related purchasing documents.
- Monitor and assess assigned technology functions for effectiveness and operational efficiency; provide input concerning the development and implementation of departmental programs, goals, objectives, policies and procedures.

OTHER DUTIES:

- Prepares various reports as required.
- Attend and conduct a variety of meetings as assigned.
- Other duties as assigned.

KNOWLEDGE OF:

- Organization and direction of operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.
- Principles, methods and procedures of operating computers, networks and peripheral equipment.
- Policies and objectives of assigned programs and activities.
- System utilities and design and program applications.
- Materials, methods and tools used in the operation and repair of computer systems.
- Principles, theories and techniques of LAN/VLAN and WAN design.
- Advanced knowledge of software programs.
- Principles and techniques of systems and network analysis.
- Computer hardware systems and software applications utilized.
- Principles and practices of leadership and training.
- Record-keeping and report preparation techniques.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.
- Technical aspects of field of specialty.

ABILITY TO:

- Organize and direct operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.
- Oversee and participate in the planning, design, set-up, development and modification of computer and network systems.
- Train and take leadership in technology team assigned.
- Prioritize installation, maintenance and repair needs.
- Supervise the design, installation, operation, maintenance and repair of LANs/VLANs and WANs.
- Supervise desktop support and help desk staff to assure smooth, efficient and reliable repairs.
- Assure proper installation of server and work station software.
- Organize, establish and maintain a data management, storage and retrieval system.
- Provide consultation to personnel and others concerning computer systems, equipment and malfunctions.
- Oversee inventory functions for assigned technology areas.
- Maintain current knowledge of technological advances in the field.
- Plan and organize work.
- Meet schedules and time lines.
- Work independently with little direction.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.
- Type or input data at an acceptable rate of speed.

EDUCATION AND EXPERIENCE AND OTHER REQUIREMENTS:

- A work history demonstrating reliability and good attendance.
- Education equivalent to the completion of the twelfth (12th) grade, supplemented by courses in curricular and technological support of teaching and learning.
- Four years of increasingly responsible experience with network and end user technology and software and/or classroom curricular support experience.
- Should possess personal characteristics generally recognized as essential for good public employees including integrity, initiative, emotional maturity, dependability, courtesy, good judgment, and ability to work cooperatively with others.
- Maintain CPR and First Aid certification.
- Valid California Drivers License

WORKING CONDITIONS ENVIRONMENT:

- Indoor and outdoor work environment.
- Moderate stress work environment.
- High volume of work and tight deadlines, continuously changing priorities and interruptions.
- Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

- Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
- Able to conduct verbal conversation in English or other designated language.
- Able to hear normal range verbal conversation (approximately 60 decibels.)
- Able to stand and walk.
- Able to squat, twist, stoop, kneel, and bend.
- Able to sit for sustained periods of time.
- Able to climb slopes, stairs, steps, ramps, and ladders.
- Able to lift up to forty (40) pounds frequently and fifty (50) pounds occasionally.
- Able to push and pull objects weighing up to fifty (50) pounds.
- Able to exhibit full range of motion for shoulder external rotation and internal rotation.
- Able to exhibit full range of motion for shoulder abduction and adduction.
- Able to exhibit full range of motion for elbow flexion and extension.
- Able to exhibit full range of motion for shoulder extension and flexion.
- Able to exhibit full range of motion for back lateral flexion.
- Able to exhibit full range of motion for hip flexion and extension.
- Able to exhibit full range of motion for knee flexion.
- Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy in a safe and effective manner.