CLASSIFIED **Job Class Description** Equal Employment Opportunity	MADERA UNIFIED SCHOOL DISTRICT PERSONNEL COMMISSION APPROVED MOTION NO. 37-2020/21 DOCUMENT NO. 18-2020/21 DATED 01/21/2021

NETWORK SUPPORT SPECIALIST

DEPARTMENT/SITE: Information Technology and Support Services	**SALARY SCHEDULE:** Classified **SALARY RANGE:** 40 **WORK YEAR:** 12 Months (261 Days)
REPORTS TO: Director of Information Technology and Support Services	**FLSA:** Non-exempt

PURPOSE STATEMENT:
Under the general direction of the Director of Information Technology and day-to-day work in coordination with the Network Administrator, the Network Support Specialist installs, configures, maintains and troubleshoots District wide area and local area network (WAN/LAN) hardware and software, VoIP (Voice over Internet Phone) systems, wireless internet access systems, security camera systems, student LTE (Long Term Evolution telecommunications) and other devices connected to the "Internet of Things;" provides information, direction and/or recommendations regarding network installations and configurations; resolves network operational issues; and provides technical support to district and site staff. The incumbents in this classification provide the school community with robust, reliable networks, which directly supports student learning and achievement.

DISTINGUISHING CHARACTERISTICS
This is the first level in the Network Series. The Network Support Specialist provides professional technical services and intermediate diagnostic response for a variety of technology-based systems that support students, teachers, and District personnel. Day-to-day work assignments, priorities, and coordination are typically provided by the Network Administrator.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:
The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform other closely related or department-specific functions, duties and tasks from those set forth below to address business needs and changing business practices.

- Analyzes, evaluates, and makes recommendations to needs-design processes, configuration settings, data flow, and other system features and changes initiated to enhance platform functionality and reliability.
- Collaborates with other IT Department personnel as needed to administer, maintain, or modify server and/or cloud software in the furtherance of District goals and objectives.
- Collaborates with a variety of District personnel and outside vendors to implement and maintain services.
- Creates, follows, maintains and reviews for accuracy, a variety of written and oral procedures including technical documentation, standards, reports, training materials, and other documents as and protocols as assigned.
- Diagnoses and solves network, wireless, and VOIP problems relating to assigned networks, including logging requests, monitoring progress, tracking problem resolutions, identifying patterns of failures, and researching problem resolutions.
- Ensures reliability and functioning of networks using a variety of management and diagnostic software and hardware.
- Installs and maintains end-user VOIP units and devices, wireless access points, switching equipment,

District-provided student, or staff LTE devices, and other endpoint devices connected to the network.
- Performs network system administration on network servers as needed to maintain core network services such as DHCP (Dynamic Host Configuration Protocol), DNS (domain name system), and FTP (file transfer protocol).
- Provides guidance and direction for proper usage of assigned network-related equipment.
- Provides training and guidance to staff and users including making presentations at in-service sessions, regarding the use and application of computer and network hardware and software programs and apps.
- Responds to help desk requests as required and in accordance with protocols.
- Schedules, monitors, runs, and tests network system and server backup and recovery processes in a reasonable and timely manner.
- Supports and troubleshoots District and site network operations and LAN/WAN management and maintenance procedures and protocols, including cable/wireless installations and maintenance.
- Tests and maintains site-based local area networks (LAN) hardware and related software as assigned.
- Travels to various District sites/departments to provide technical support as needed.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District.

KNOWLEDGE, SKILLS AND ABILITIES
(At time of application)

Knowledge of:
- Principles of LAN/WAN design, monitoring, and operation
- Basic wireless architecture and VoIP technologies
- Configuration, management and maintenance of network switching and routing equipment
- Layer2/layer 3 networking principles and design
- LAN/WAN diagnostic techniques
- Monitoring and management systems typically found in a Network Operations Center
- Server hardware, operating systems, software, backup and recovery (including Microsoft Windows Server, Unix, or Linux)
- Networking concepts, practices and troubleshooting such as firewalls, DNS, DHCP, Host Names, File and Print Services
- Scripting Languages and SQL server databases
- Methods and processes of statistical analysis and data reporting
- Interpersonal skills using tact, patience and courtesy
- Correct English usage, grammar, spelling, punctuation and vocabulary

Skills and Abilities to:
- Analyze and resolve complex technical problems related to LAN/WAN equipment and systems
- Troubleshoot and repair LAN/WAN equipment
- Operate various network hardware and software
- Install and maintain network hardware including related servers and components
- Create complex scripts
- Work in a virtualized environment and manage computers remotely
- Run and schedule application tasks
- Prepare and present various comprehensive technical materials
- Use operating systems, spreadsheets, word processing and presentation apps to prepare reports, training materials, and other documents related to assigned duties

- Configure for high availability, including technologies, protocols and practices such as failover clustering, hardware redundancy and load balancing
- Establish and maintain cooperative and effective working relationships with a diverse range of people
- Work independently with little direction
- Plan, prioritize and schedule work to adhere to timelines and to meet deadlines
- To respond to support requests and unexpected needs after hours and on weekends
- Communicate, understand and follow oral and written directions effectively
- Research and learn new or updated computer systems/software program and apply them to current work
- Communicate using patience and courtesy in a manner that reflects positively on the organization
- Actively participate in meeting District goals and outcomes
- Apply integrity and trust in all situations
- Learn District organization, operations, policies, protocols, procedures, objectives and goals

RESPONSIBILITY:
Responsibilities include working under limited supervision following standardized practices and or methods. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

JOB QUALIFICATIONS / REQUIREMENTS:
(*At time of application and in addition to the Knowledge, Skills and Abilities listed above.*)

EDUCATION REQUIRED:
High School diploma or equivalent.

EXPRIENCE REQUIRED:
Three (03) years of experience in providing technical support to computer users in a network environment and in the maintenance, operation, and repair of computer systems, networks and software, at least two of which must have included responsibility as the primary technical support for LAN/WAN systems. Course work in computer science, computer engineering, or a closely related field may be substituted for up to one (01) year of the required experience on the basis of 30 semester/45 quarter units for one year of experience.

LICENSE(S) REQUIRED:
- Valid, current California Driver's License to travel among District departments and sites to provide services as needed.

CERTIFICATIONS AND TESTING REQUIRED:
- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
  - Criminal Justice and FBI Fingerprint Clearance
  - Negative TB test result plus periodic post-employment retest as required (currently every four years)
  - Pre-employment Physical Exam A through District's provider

WORK ENVIRONMENT / PHYSICAL DEMANDS:
(*Must be performed with or without reasonable accommodations*)
- Work is primarily indoors in a technical environment under minimal temperature variations and occasionally requires sitting and standing for extended periods
- Lift and move computer equipment and other devices weighing up to 50 pounds
- Reaching overhead, above the shoulders and horizontally

- Kneeling, bending at the waist, sitting, squatting, crawling, stretching and reaching overhead, above the shoulders and horizontally to repair equipment, check wiring, retrieve and store equipment, files and supplies
- Dexterity of hands and fingers to hold and operate repair tools and parts, use a computer keyboard to enter data, operate other office equipment, and maintain paper files and documents
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen and work on equipment, small parts, and color-coded wires
- Frequent operation of a personal vehicle, and occasionally a District vehicle, to travel within and outside the district for meetings, training sessions and assisting staff at school sites
- Exposure to intermittent noise and interruptions typical of a school environment and computer server rooms
- Potential for contact with blood-borne pathogens and communicable diseases

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Proposed: 2021 EH&A
Previous update: None, new job class