<center>BERKELEY COUNTY SCHOOL DISTRICT</center>
JOB DESCRIPTION

TITLE: Network Support Technician

FLSA: Non-Exempt

GENERAL SUMMARY

The Network Support Technician reports to the Executive Director of Technology through the Support Coordinator to assist in ensuring that the district **Vision, Mission** and **Goals** are achieved and works in conjunction with other Office of Technology team members to help ensure the continued stability of district information technology resources. The Network Support Technician is expected to provide technical assistance to all District personnel, while supporting the implementation of the District's Technology Plan, as well as the ability to keep current on evolving technology advances as it relates to the job function.

ESSENTIAL FUNCTIONS

Prepare documentation, procedure manuals, and reference guides for various applications;

Deploy workstations, servers, printers, scanners, cameras, and other Technology-related equipment;

Deploy and support mobile devices running various operating systems including: Windows, Android and IOS.

Support end users via phone, e-mail, or in-person with various computer applications including both network and standalone applications; Help Desk support to include classroom technology such as computers, printers, interactive white boards; knowledge of district policies and procedures as they relate to software and hardware.

Create and deploy operating system installation images using the latest versions of core applications.

Manage end-user accounts, permissions, access rights, and storage allocations in accordance with best-practices regarding privacy, security, and regulatory compliance in Microsoft Active Directory environment.

Support and maintain various TCP/IP based applications and resources including, but not limited to: voice-over-IP; network based HVAC; wireless clocks; paging systems; bells; video-distribution systems; security cameras; access control; fire alarm systems; printing; client/server applications; and workstation firewalls.

Monitor backup processes for successful daily data backups. Help implement, monitor, and maintain backups over various media (tape, SAN, etc.).

Supply technical specifications on computer hardware and related products in support of PC procurement and development efforts.

Maintain operating system and application patches to protect against current vulnerabilities and apply software updates using network-based scheduled updates and patching software.

Act as first level of support for technical issues that District staff may encounter.

Assist in maintaining inventory of District equipment and generate appropriate reports as necessary. Assist in maintaining a Help Desk ticketing system to ensure problems are completed in a timely manner to reduce downtime.

Maintain Dell Online Self Dispatch certification on servers, PCs, and laptops.

Perform other duties as assigned.

JOB SPECIFICATIONS

Education, Certifications, and Experience:

Job requires a minimum of high school diploma or equivalent and four years troubleshooting/repair of Windows Compatible PCs & printers. Must have experience with diagnosis and repair of PC components and peripherals. A degree or certification in computer-related field is highly desirable.

Knowledge:

Job requires a thorough knowledge of various operating systems Including: current versions of Windows, Active Directory ,Cisco IOS and HP OS; mobile device operating systems including Android and Mac IOS, knowledge of Internet traffic monitoring, security, user administration, and experience in graphic design; extensive knowledge of applications used by Berkeley County School District; in-depth technical knowledge with hands-on hardware troubleshooting experience of PC hardware, software, network cabling, termination equipment and tools, with the ability to install, configure, and perform routine maintenance on end user workstation hardware, networked peripherals, cabling, and software products; ability to read and understand technical manuals, procedural documentation, and OEM guides; knowledge of standard inventory practices and procedures; knowledge of routing, switching, and network design; knowledge of network protocols and ports; experience with Cisco networking equipment; knowledge of wireless technologies as well as wireless security protocols, practices, and procedures; and knowledge of video delivery and broadcast technology using building distribution systems.

Skills/Effort:

Individual is expected to work diligently both individually and under supervision of appropriate supervisor, as well as have the ability to work collaboratively with others to support Technology Plan objectives. Individual is expected to take ownership of tasks and follow through on responsibilities. Individual must also be willing to thoroughly execute tasks and duties potentially outside scope of job description as directed by supervisor(s).

Working Conditions:

Office environment with no exposure to environmental conditions. Physical demands include: general office activities, required movement/lifting items weighing up to 35 lbs, and utilization of 6', 8' and 12' step ladders. Routine local travel required; occasional overnight travel required. Requires ability to work under a degree of stress related to duties that require considerable attention and meeting deadlines. Duties of the job require frequent use of a computer monitor and related equipment. On-call availability as needed. Berkeley County School District is a smoke free district

Responsibility:

Job responsibilities as described above.

DISCLAIMER STATEMENT

This job description is not intended as a complete listing of job duties. The incumbent is responsible for the performance of other related duties as assigned/required.

SIGNATURES:

_____ 	Date: _____

_____ 	Date: _____

_____ 	Date: _____