

CAROLINE COUNTY PUBLIC SCHOOLS

POSITION DESCRIPTION

Network Technician

JOB TITLE: Network Technician	LOCATION: Assigned School
	WORK SCHEDULE: 260 days; 8 hours
IMMEDIATE SUPERVISOR: Coordinator of Technology Services	PAY GRADE: 217
SPECIAL REQUIREMENTS/DIRECT/INDIRECT REPORTS: Valid driver's license; Must maintain a good DMV record.	FLSA STATUS: Non-Exempt

GENERAL RESPONSIBILITIES:

Installs, maintains, troubleshoots and upgrades computer hardware, software, local area networks, peripheral equipment and provides user assistance.

ESSENTIAL DUTIES:

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Identifies, troubleshoots and resolves hardware, software and network related problems encountered by end users throughout the enterprise network
- Uses an established tracking system to log requests; monitors progress, tracks problem resolution, identifies patterns of failure, researches bug fixes and implements solutions; communicates with manager regarding unresolved problems.
- Installs and upgrades the district's technology resources including the network infrastructure, wiring, workstations, and printers, application software, and connectivity to the WAN.
- Provides backup coverage and support for other network technicians
- Assists systems engineer in support of enterprise network
- Provides management and support of user device operating systems
- Provides customer-focused support
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Ability to: Identify, analyze and troubleshoot a wide range of complex technical computer and network related problems effectively; listen and communicate information to a wide variety of personnel at all levels of skill; deliver customer support both in person and over the phone in a professional manner; learn and provide support for the District's network; learn and apply new technical knowledge quickly; communicate effectively with a diverse client base both verbally and in writing; work independently and as a member of a team; maintain cooperative work relationships; demonstrate sensitivity to and respect for, a diverse population. Knowledge of computer hardware, software, and applications. Possesses the necessary reading skills to correctly interpret and apply manufacturer's service and user manuals, bulletins, and guides. Ability to work independently or in a team. Ability to troubleshoot technical issues and correct issues by making and implementing independent decisions.

WORK ENVIRONMENT:

The noise level in the work environment is usually quiet and is characteristic of what an employee would encounter while performing the essential functions of this job.

TERMS OF EMPLOYMENT:

Twelve-month position (260 days) – eight hours per day. Full-time benefits with placement on pay scale depending on education and/or experience.

EVALUATIONS:

Performance on the job will be evaluated in accordance with school board policy and administrative regulations on evaluation of classified personnel.