



# Navarro ISD Job Description Network/System Technician

**Job Title:** Network/System Technician  
**Reports to:** Director of Technology  
**Dept/School:** Technology

**Wage/Hour Status:** Non-Exempt  
**Pay Grade:** CT4  
**Days Employed:** 226

## Primary Purpose:

*Are you skilled in technology and eager to make a difference that truly matters?* The Network/Systems Technician's main purpose is to maintain the integrity and availability of the district's network infrastructure and digital identity systems. This role is responsible for automating student and staff account lifecycles and managing software rostering. This position provides critical Tier II support to the Network and Systems Administrators, ensuring the district's technical infrastructure scales efficiently with projected enrollment growth.

## Qualifications:

### Education/Experience /Certification:

- Associate/s degree in a computer-related field or 3+ years of equivalent experience in a mid-to-large scale network environment
- CompTIA Network+, Security+, or ClassLink Administrator Certification preferred
- Valid Texas driver's license

### Special Knowledge/Skills:

- **Identity Management:** Proficiency in Active Directory, Google Admin Console, and Azure AD/Entra ID.
- **Data Integration:** Expertise in **OneRoster** standards and automated CSV/API data flows from the Student Information System (e.g., Skyward, Ascender).
- **Rostering Systems:** Advanced knowledge of **ClassLink Roster Server**, Management Console, and Analytics.
- **Network Infrastructure:** Understanding of TCP/IP, VLANs, wireless controllers, and server patch management.
- **Compliance:** Familiarity with **Texas SB 820** and **Texas Data Privacy Agreements (TX-DPA)**.
- Strong organizational, communication, and interpersonal skills.

## Major Responsibilities and Duties:

### Software Rostering & Data Integration

1. Manage the **ClassLink Roster Server** to ensure seamless synchronization between the Student Information System (SIS) and instructional applications.
2. Act as the primary point of contact for vendors to establish new **OneRoster** or API connections.
3. Resolve "sync errors" daily to ensure students have immediate access to digital textbooks and platforms upon enrollment.
4. Utilize ClassLink Analytics to provide the Director of Technology with usage data to inform budget decisions and software renewals.

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### **Identity & Access Management (IAM)**

5. Automate the **Identity Lifecycle**: Manage the automated provisioning (creation), maintenance, and de-provisioning (deletion) of user accounts for students and staff.
6. Oversee **Single Sign-On (SSO)** configurations to ensure a secure and streamlined login experience.
7. Implement and audit **Multi-Factor Authentication (MFA)** protocols for staff to meet Texas cybersecurity insurance requirements.
8. Maintain security groups and organizational units (OUs) to ensure appropriate data access levels.

### **Network & Systems Tier II Support**

9. Assist the **Network Administrator** with the installation, configuration, and troubleshooting of network switches and wireless access points.
10. Assist the **Systems Administrator** with server maintenance, virtual machine management, patch management and backup verification.
11. Provide escalation support for Field Technicians on complex connectivity or authentication issues that cannot be resolved at the campus level.
12. Maintain documentation for network configurations and identity workflows.

### **Security & Compliance**

13. Support the district's **Texas SB 820** compliance by performing regular audits of account permissions and dormant accounts.
14. Ensure all rostered software complies with the district's privacy standards and is logged within the Texas Data Privacy Agreement portal.

### **Other**

15. Answer calls, take reliable messages and route to appropriate staff, and respond to questions and requests that fall within areas of responsibility.
16. Maintain and pursue relevant industry training to ensure up-to-date knowledge and skills. This may include attending conferences and certification training.
17. Other duties as assigned.
18. Follow district safety protocols and emergency procedures.

### **Supervisory Responsibilities:**

None

### **Mental Demands/Physical Demands/Environmental Factors:**

- **Tools:** Hand tools, network testers, laptops, district vehicles.
- **Posture:** Frequent standing, walking, and occasional crawling in equipment closets; occasional lifting of up to 40 lbs (servers/switches).
- **Environment:** Travel between district campuses; occasional work in server rooms with high noise levels and cool temperatures.
- **Mental:** Maintain composure in "network down" scenarios; manage multiple projects with competing deadlines. Sometimes work prolonged or irregular hours.

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This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.