

FNSBSD JOB DESCRIPTION	
<i>Job Title:</i> Network Technician	
<i>Supervisor:</i> Network Administrator	<i>Classification:</i> Classified (ESSA)
<i>Days/Months:</i> 12 months	<i>Grade:</i> 12

Job Summary

The network technician performs a variety of highly skilled work with the purpose of maintaining school district technology infrastructure. This includes the setup and maintenance of networks, servers, telephone systems, video conferencing systems, and video surveillance systems. Performs installation, maintenance, and repair of equipment using industry standard techniques.

Essential Job Functions

Contributes to the management of the local and wide area networks, including the installation, configuration, maintenance, and troubleshooting of the network equipment.

Uses monitoring tools to preemptively discover and troubleshoot issues with network equipment and servers.

Assists in the installation and maintenance of the VoIP telephony and enterprise fax over IP infrastructure.

Assists in the installation and maintenance of the IP based video surveillance system.

Sets up and provides support for school district distance delivery (video conferencing) systems.

Trains users on the proper use of telephones, enterprise fax, and video surveillance systems.

Develops and oversees the implementation of technology standards.

Ensures periodic backups of network equipment are performed on a regular basis.

Collaborates with the technology staff on all issues involving network operations.

Sets up and maintains network based diagnostic tools used in the troubleshooting of end-user devices.

Evaluates and recommends new equipment and services for district adoption.

Non-Essential Job Functions

Performs other job-related duties as assigned.

Equipment Used

Cisco IOS devices including switches, routers, and firewalls; Windows, Linux, and Macintosh, computers and servers; numerous hardware and software programs used for evaluating and diagnosing system status and performance. Hand and power tools.

Independent Decisions

Must exercise good judgment with little or no supervision in the field, and bring problems requiring the involvement of the supervisor to his/her attention.

Primary Working Contacts

Frequent contact with other departments and staff concerning work order requests and investigate emergency problems. The network technician will have occasional contact with other government agencies, civilian and military police/fire department personnel, parts vendors, and code enforcement officials.

Responsibility for Cash, Equipment, Safety

Responsible for the safe use and care of district tools, equipment, vehicles. The network technician will follow all safe work practices and will be responsible for cash and high value district property.

Supervision Received and Exercised

None given; supervised by the network administrator orally and or by written work order, works with limited supervision.

Unusual Working Conditions

High work load; must be able to work under pressure to meet frequent deadlines. Frequently works alone. Work may require the use of ladders, man lifts, and personal safety equipment. Extremes of temperature may be encountered while working in mechanical spaces or outdoors.

Evaluation

Annual written evaluation.

Physical and Mental Demands

The physical demands of this position require frequent standing, walking, sitting, speaking, and hearing. Requires near vision to write and read printed materials and computer screens. Requires hearing and speaking to exchange information on the telephone or in person. The employee is regularly required to reach with his/her hands and arms and occasionally lift items weighing up to 70 lbs. Must be able to use carts, ladders, dollies, and stools to assist in moving or shelving items. Requires sufficient arm, hand, finger dexterity to operate a keyboard and other office equipment. Repetitive motions with wrists, hands, and fingers may also be required. Additionally, the employee must be able to communicate by oral and written means in an appropriate business manner and have cognitive skills to understand instructions, readily recall facts and details, handle conflict, and make effective decisions under pressure.

The Fairbanks North Star Borough School District is committed to providing reasonable accommodations, according to the applicable state and federal laws, to all individuals with qualified physical or mental disabilities.

Job Qualifications

The following are required:

1. High school diploma or equivalent.
2. Must hold a Cisco Certified Network Associate (CCNA) or Network Plus certification. If certification not held, two (2) additional years of experience can be substituted for certification.
3. Four (4) years of experience (or six (6) if certification not held) in IT infrastructure installation, maintenance, and troubleshooting.

4. Must possess knowledge of Cisco IOS, Windows, Linux, and Apple operating systems.
5. Must possess good oral and written communication skills.
6. Must be able to read, understand, and evaluate blueprints, specifications, operating and maintenance manuals and transfer that knowledge to field repairs; must have the ability to make decisions, use safe procedures, work under adverse environmental conditions, plan, layout, and complete complex assignments; must have the ability to operate a wide variety of hand and power tools, equipment and diagnostic equipment and be able to perform heavy lifting (at least 70 lbs.).
7. Current State of Alaska driver's license.
8. Must be able to provide own transportation to perform school visits.
9. Must be willing to carry a district provided cell phone.

The following is preferred:

1. Knowledge in telephony, video conferencing, and video surveillance.

Additional Job Information

Fairbanks North Star Borough School District employees must possess the ability to read and write in English. This includes the ability to communicate in English with school staff, coworkers, and the public. Employees must also have the ability to comprehend and carry out oral and written directions and understand and follow English instructions and written documents.

The Fairbanks North Star Borough School District is an Equal Opportunity Employer.