



CLASSIFIED
Job Class Description

Equal Employment
Opportunity

NETWORK AND SYSTEMS SPECIALIST

DEPARTMENT/SITE: TECHNOLOGY

SALARY SCHEDULE: Classified Salary Schedule
(Group 1/Group 15)

LEVEL: Range 68

WORK YEAR: 12 Months

REPORTS TO: CHIEF TECHNOLOGY OFFICER

DATE CURRENT JOB DESCRIPTION APPROVED:
Board of Trustees effective:.....August 12, 2021

JOB GOAL/PURPOSE:

Under the direction of the Chief Technology Officer, perform a variety of complex duties in the analysis, design, programming, deployment, testing, implementation and maintenance of the district's administrative and instructional support systems, including the telephone system. Recommend improvements in the systems and procedures to meet district information requirements. In collaboration with various sites, departments and outside agencies, prepare, review, reconcile and maintain complex data sets generated for both intra- and inter-district uses. Provide district departments and personnel with information technology and procedural solutions to support specific functionality requirements. Coordinate the implementation and maintenance of operations supporting a complex local area networks (LAN), wide area network (WAN), phone systems (VOIP, Analog), security systems (video cameras, alarms, radio communications systems), servers and applications (hosted and on premise). Incumbents in this class serve the school community by ensuring and maintaining the integrity and functionality of the District's networks, databases, and other administrative and instructional systems which in turn directly support student learning.

DISTINGUISHING CHARACTERISTICS

This class is responsible for the planning, installation, testing and ongoing maintenance of the District's administrative and instructional support systems, including the District's telephone system, and connectivity of these systems via networks and the Internet. This includes providing technical support for software and hardware associated with the all aspects of the systems; ensuring the reliable interface among the District's local area networks; access to web-based systems and the Internet; and planning and maintaining network security. This position also serves as a technical resource for technology support staff and may provide leadership and oversight of their assignments relating to network connectivity. This position also provides training as required and develops and maintains training and system documentation.

ESSENTIAL FUNCTIONS, TASKS AND DUTIES:

- Provide support to staff, teachers and administrators.
- Monitor and maintain District technology assets (servers, networks, user computers, etc.).

- Coordinate repair work with vendors and staff.
- Audit and create user accounts (staff and students).
- Keep abreast of new technologies/products in the field and act as a technical resource.
- Facilitate the computerized collection, management, manipulation and distribution of data used for decision-making and in the daily operation of schools and departments.
- Assume project level responsibility for planning, development, implementation and maintenance of the district's information systems using the current application programming and relational database management tool set.
- Create system and end-user documentation of new and changed applications in accordance with established standards and procedures.
- Locate sources of and solve a variety of system problems and malfunctions; provide end user support.
- Consult with customers on system requirements, schedules and implementation strategy, analyze customer requests to determine scope of operational and informational needs; familiarize customers with capabilities and limitations of information technology; maintain a continuing liaison with customers to ensure implementation and maintenance of systems.
- Perform feasibility studies and prepare project proposals; prepare specifications, costs benefit analysis and schedules.
- Install workstation hardware and related equipment. Install and configure workstation software.
- Monitor and maintain system and data connections to various resources. Monitor network performance.
- Prepare written design documents and project plans.
- Evaluate hardware and software for applicability to district requirements.
- Assist with planning, designing and installing physical elements of LANs and WANS including assembling cables and connectors and designing electronic interface for a variety of applications.
- Prepare areas for the layout and installation of power, workspace, cables and environmental factors.
- Work from schematics, architectural and electrical diagrams and blueprints, specifications, shop drawings and sketches.
- Evaluate and recommend tools and test equipment.
- Provide training and technical assistance to users; provide cross-training for staff.
- Oversee the maintenance of inventory records; prepare reports as necessary; represent Information Services and serve on committees as required.
- Audit and maintain District phone systems, directory, voicemail.
- Assist in selecting, training and directing the work of designated staff.
- Maintain workspace in a clean and orderly condition.
- Lead and/or attend meetings.
- Attend advanced training and certification by exam (e.g., CCNA, CCNP, SQL).
- Participate in after-hours and emergency monitoring and response activities as necessary and as defined in the on-call procedures.
- Perform other functions, duties and tasks related to this class as assigned.

JOB QUALIFICATIONS /REQUIREMENTS:

(At time of application.)

Knowledge of:

- Organizational development principles and practices
- Techniques and strategies for enterprise planning
- District curriculum and school instructional programs
- Applicable laws, codes, regulations, policies and procedures, and practices within the district

- State and federal data reporting systems and requirements; and applicable privacy laws
- Project management, including the development of budgets, timelines and allocation of staff
- Contemporary information technology systems, applications, operations and languages
- Technical aspects of LAN/WAN hardware and software
- Network components, wiring and cabling methods, concepts, various applications, software and hardware tools
- Client/server, virtualization, storage architecture and technologies
- Database and web-based data management systems
- Systems development life cycle
- Current application programming, structured query language and relational database management tool set
- A variety of operating systems and specialty programs including wireless, VOIP, Windows and Macintosh OS, iOS, Chrome/Android, mobile device management, VMWare, SQL and Microsoft SQL, FileMaker Pro, programming and scripting languages, Python, Ruby
- Systems development life cycle
- Current application programming, structured query language and relational database management tool sets

Skills:

- Safe, effective and efficient use of hand and power tools typically used in repair and maintenance of computer equipment
- Use of service request system
- Prioritize work projects and service requests
- Keyboard accurately at an acceptable rate of speed

Ability to:

- Troubleshoot and repair hardware to the component level on computer systems and peripherals
- Diagnose and repair software problems on computer systems, peripherals, and networks
- Tutor and demonstrate diagnostic and maintenance techniques
- Develop, maintain, and update maintenance, licensing, and inventory records on database
- Work with minimum supervision
- Develop written communication for both adults and students
- Maintain confidentiality
- Follow written and oral instructions
- Communicate effectively with students and adults
- Work with community members
- Prioritize requests and respond appropriately to emergency requests
- Serve as a positive role model for student in language, appearance and attitude
- Work effectively with strict timelines, numerous contacts and the necessity of accuracy

EDUCATION REQUIRED:

Bachelor's Degree in Computer Science, Educational Technology, Information Technology or related field. Additional qualifying experience may be substituted for the education on the basis of one year full-time paid experience equivalent to 24 semester (45 quarter) units.

EXPERIENCE REQUIRED:

Four (4) years of experience with the use of technology, databases, problem identification and resolution of computers, applications and procedures; local and wide area networks and web technologies; recent experience

with client/server and databases; training users in the use of technology. Experience in K-12 school environment is desirable.

LICENSE(S) REQUIRED:

- Possession of a valid California driver's license and remain insurable at the District's standard insurance market rate. Current DMV report

CERTIFICATIONS AND TESTING REQUIRED:

- Pass the District's applicable proficiency exam (e.g., written test, oral interview, and/or work sample) for the job class with a satisfactory score.
- After offer of employment, obtain:
 - Criminal Justice and FBI Fingerprint Clearance
 - Negative pre-employment drug screen test at District's expense
 - Pre-employment physical exam at District's expense
 - Negative TB test result plus periodic post-employment retest as required (currently every four years)

WORK ENVIRONMENT/PHYSICAL DEMANDS:

(Must be performed with or without reasonable accommodations)

- Work is primarily indoors in a computer lab, a school site, an office environment and occasionally requires sitting for extended periods
- Lift and move equipment/objects weighing up to 50 pounds
- Dexterity of hands and fingers to operate a computer keyboard and other office equipment and maintain paper files and documents
- Use hands and fingers to grasp, hold and manipulate objects
- Kneeling, bending at the waist, sitting, squatting, crawling, stretching and reaching overhead, above the shoulders and horizontally to retrieve and store files and supplies
- Climb ladders
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen
- 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
- Potential for contact with bloodborne pathogens and communicable diseases