Littleton Elementary School District
Position Description

TITLE: District Network Technician

CLASSIFICATION: Non-Exempt

GENERAL STATEMENT OF RESPONSIBILITIES: To maintain and support District network computer systems and peripheral equipment, and to provide customer assistance and training services.

PRINCIPAL DUTIES: (essential functions)

- Provides technical support, training and assistance to District faculty and staff; analyzes problems and implements solutions according to District guidelines and procedures.
- Performs network and server administrator duties, and assures system stability, accessibility and proper configuration of assigned technical systems and components.
- Monitors network environment; resolves configuration and connectivity issues, and other traffic, security and access problems; checks network for operating efficiency, makes corrective adjustments to data management settings, and assures system integrity.
- Performs computer trouble-shooting to diagnose system problems; analyzes hardware and software functionality; identifies, locates, resolves and repairs problems within scope of authority.
- Provides referral to supervisor when problems occur which are beyond the skills of the technician, and tracks the problem until it has been resolved.
- Reports technical problems which need to be addressed by improved policies or procedures.
- Installs software upgrades, enhancements and revised functions; runs system backup procedures.
- Trains Technicians on network applications and network configuration issues.
- Provides technical assistance to staff and students in District computer labs; provides technical support and training in the use of computers, peripheral devices and software applications.
- Responds to the needs and inquiries of users; explains IT issues, implements solutions, and follows up with users to assure the stability and functionality of the users' systems.
- Creates and maintains local user accounts and system access for e-mail and file shares.
- Maintains an accurate report of equipment and software malfunctions; documents call records, service provided and results.
- Researches technical issues, and recommends solutions and hardware/software upgrades.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of District policies and procedures.
Knowledge of administration and maintenance principles of network operating domains, relational databases, and windows-based network software applications.
Knowledge of the structure and operating capabilities of network operating systems.
Knowledge of troubleshooting techniques for network hardware, software and peripheral equipment.
Knowledge of system access and security guidelines and procedures.
Knowledge of safety rules and regulations.

Skill in analyzing, identifying and implementing solutions to technical problems.
Skill in analyzing network equipment and system malfunctions and determining effective solutions.
Skill in troubleshooting network computers and software application errors.
Skill in solving technical problems involving integrated operating systems and hardware platforms.
Skill in assessing and prioritizing multiple tasks, projects and demands.
Skill in responding effectively to customer service requests and demonstrating excellent training skills.
Skill in effective communication, both verbal and written.
Skill in comprehending technically complex verbal and written instructions.
Skill in establishing and maintaining effective relationships with co-workers and others.

PHYSICAL REQUIREMENTS: Light physical demands; standard office environment; frequent to constant use of a personal computer. Required to perform the following physical requirements of the position with reasonable accommodation: vision corrected to 20/20, ability to hear in the normal range (corrected), able to speak clearly, and able to lift, move and carry up to 20 pounds.

MINIMUM QUALIFICATIONS: High school diploma or GED equivalent; AND three (3) year's computer systems maintenance experience in a networked environment; OR an equivalent combination of education and experience that provides the required knowledge and skill. Associate's Degree in Computer Science is preferred.

REQUIRED LICENSE/CERTIFICATION: Valid State of Arizona Driver's License.

TERMS OF EMPLOYMENT: Twelve months per year. Salary and work year to be established by the Board.

EVALUATION: Performance of this job will be evaluated annually in accordance with the provisions of the Board's policy on evaluation of classified personnel.

Approved by: _____ Date: _____

Reviewed to and Agreed to by: _____ Date: _____

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August 2007