Job Description

POSITION TITLE:	**Senior Network Support Technician**	**#2340**

| SALARY SCHEDULE: | **Classified Salary Schedule**
Range 47 | |

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:
Bachelor's Degree with a concentration in computer-related technology and/or Business Administration. Five years of full time work experience in network design and implementation using TCP/IP; working knowledge of network electronics and personal computer hardware and software applications.

CREDENTIALS AND/OR SKILLS AND ABILITIES:
Knowledge of routers, switches, vlans, 802.1x, wireless, capabilities and limitations of the Cisco hardware and software, HP network hardware and software, utilization of Windows and Apple personal computing systems, network diagramming and documentation methods, network trouble shooting, documentation concepts, and clear written and oral communications. Possess a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

Ability to lead and train Network Support Technicians and wiring contractors; coordinate flow of work and ensure that deadlines are met; analyze problems, prepare reports, gather, analyze and organize information; and establish and maintain effective working relationships with others in a large and diverse user environment. Be flexible and receptive to change.

SUMMARY OF POSITION:
Under the general direction of the Coordinator of Networking, independently performs network analysis, design, documentation, task implementation and network maintenance of considerable difficulty in a large and diverse user environment within a broad framework of standards, policies, and procedures, utilizing current techniques and methodologies.

ESSENTIAL FUNCTIONS:
Essential functions may include, but are not limited to:
1. Analyze existing or proposed network projects and requests to determine the feasibility for technical adaptation; may prepare cost estimates for these proposed projects, and document and present written reports detailing the analysis performed.
2. Establish effective levels of communication with the user community for network support and integration. Respond to rapidly changing requirements of the user community.
3. Assist the Department of Information Technology in the process by which requests and inquiries related to networks, LANs, and mainframe data communications are received, screened, prioritized, and resolved.

4. Implement new and revised networks; provide training to users and staff; create efficient operational procedures, including effective hardware utilization and adequate backup processes; make recommendations on technical modifications to the network hardware and software environment.
5. Implement and monitor network security.
6. Maintain an advanced level of knowledge of networking.
7. Assist individual users and groups with the installation of both network hardware and software solutions.
8. Assist in the research of new products and services that will enhance the technical productivity of the department and enable the Data Center to provide increased levels of service to the user community.
9. May serve as project leader to schedule, coordinate, and review work of the staff assigned to the project; train other staff members as required.
10. Participate and make recommendations to the Data Center management staff regarding the formulation of networking and documentation standards, and department policies and procedures.
11. Report directly to the Coordinator of Networking.
12. May provide supervision for the networking staff as needed in the absence of the Director or Coordinator of Networking.
13. Perform other related duties as assigned.

PHYSICAL REQUIREMENTS:
Employees in this position must have the ability to:
1. Sit for extended periods of time.
2. Enter data into a computer workstation, operate standard office equipment and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Stand, walk and bend over, reach overhead, grasp, push and move, lift and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:
Employees in this position may be required to work outside of normal workdays and office hours to meet operational deadlines and to provide computer service as needed. Employees will also be required to work indoors and/or outdoors in an educational environment. Employees may come in direct contact with students, parents, SJCOE and school district staff, outside agency staff, and the public.

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