

FALLBROOK UNION ELEMENTARY SCHOOL DISTRICT

BOARD POLICY

PERSONNEL

JD 4200.1

NETWORK SUPPORT SPECIALIST

PRIMARY FUNCTIONS: Under the direction of the Director of Technology, support highly complex, multi-platform network systems; plan and execute the implementation and maintenance on District Local Area Network Equipment; perform technical support and planning functions in support of user support operations; plan and execute the administration and maintenance of Local Area Network equipment including servers and workstations of the District.

DIRECTLY RESPONSIBLE TO:

Director of Technology

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Support highly complex, multi-platform network systems; perform technical support and maintenance functions in support of user support operations, Local Area Networks, and various servers and workstations of the District.
2. Provide technical expertise to the Director of Technology in the planning, design, and support of networking services, and network security including defining and implementation of group policies, addition and deletion of user Directory and e-mail accounts, assigning users to specific groups and operational units. Establish Domain Name Server records and zones.
3. Install, administer, manage, and maintain servers including file and print servers, domain name servers, dynamic host configuration protocol servers, e-mail and newsgroup servers, web servers, database servers, content management servers, SQL servers, and other servers as directed.
4. Provide technical expertise for disaster recovery planning and implementation to prevent data and server loss, including identifying single points of failure, prioritizing the environment, identifying bare minimum services, and documenting the Enterprise Network.
5. Monitor, diagnose, and correct problems related to the Local Area Network including network communication issues, server, and client issues. Monitor, diagnose, and correct problems related to the Wide Area Network including communication links and associated hardware as directed

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6. Communicate with vendors, suppliers, District administrators and personnel concerning parts, equipment and program operation and new technology; maintains records and prepares reports related to equipment inventory, maintenance, installations and warranties.
7. Assist in the formulation and development of policies, procedures, and programs.
8. Recommend appropriate software and equipment based on the needs of users and organization goals.
9. Attend a variety of meetings as assigned.
10. Periodically upgrade skills in order to meet changing needs.
11. Perform other related duties as assigned

QUALIFICATIONS GUIDE

KNOWLEDGE OF:

1. Routers, switches, VoIP, and wireless communications.
2. Windows 2003, Windows 2008, Linux, and Novell servers with knowledge of Windows and Macintosh client connectivity.
3. Domain Name Service operations, queries, records, and zones.
4. Internet Information Services installation and configuration.
5. Trends, innovations, and practices in both microcomputer and networking technology, including hardware, software, and peripherals.
6. TCP/IP Networking, including connectivity to the Internet in conjunction with Local Area Networks.
7. Oral and Written Communication Skills.
8. Applicable laws, codes, regulations, policies and procedures.
9. Interpersonal skills using tact, patience and courtesy.

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10. Operation of a computer and assigned software.

ABILITY TO:

1. Plan, implement, and maintain software on servers and workstations
2. Effectively work and communicate with technical staff, users, administrators, and other non-technical employees.
3. Manage servers and other network appliances efficiently.
4. Troubleshoot and diagnose network problems and internal connections.
5. Create and execute backup and maintenance procedures on the servers and other network appliances.
6. Communicate effectively both orally and in writing.
7. Interpret, apply, and explain rules, regulations, policies, and procedures.
8. Establish and maintain cooperative and effective working relationships with others.
9. Operate a computer and assigned office equipment.
10. Analyze situations accurately and adopt an effective course of action.
11. Meet schedules and timelines.
12. Work independently with little direction.
13. Plan and organize work.

TRAINING AND EXPERIENCE:

Associate Degree in computer and network systems or closely related field and three (3) years of experience managing a network environment using TCP/IP and Ethernet Protocols. Bachelor's Degree is preferred.

CCNP/MCSE Certification preferred.

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LICENSES:

Possession of a valid California Class C driver's license.

Working Conditions

1. Office and School work environment.
2. Driving a vehicle to conduct work.
3. Some noise and temperature variations from computer equipment and adjacent offices.

Physical Abilities

1. Hearing and speaking to exchange information and make presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Finger and grasp objects.
4. Lifting of materials weighing up to 50 pounds.
5. Bend, stoop, kneel, crawl, stretch, lift and carry equipment and objects.

Job Description Adopted: December 17, 2012