

CLASS TITLE: LAN/WAN TECHNICIAN – Network Administrator

BASIC FUNCTION:

Install, manage, and configure various network hardware resources on the Local Area Network (LAN), and Wide Area Network (WAN). Manage and support the network infrastructure for instructional and administrative purposes; respond to user requests for assistance and malfunction correction and provide technical support; troubleshoot and repair advanced system malfunctions and maintain system operation; design and implement programs to enhance network system operation and ensure network resource availability.

REPRESENTATIVE DUTIES:

- Install and configure various hardware/software applications on Local Area Networks (LANs) and microcomputers for instructional and administrative purposes; research software to determine hardware and configuration requirements to assure system compatibility.
- Study software manuals and other resources to learn installation procedures and basic application functions; test applications following installation to assure proper operation; orient and demonstrate users to new software.
- Interact with District network users to determine system needs and to assure integrity of network resources; assure proper connectivity interfaces between end systems and servers.
- Respond to user requests for assistance and malfunction correction; provide technical information and assistance by phone or by visiting District sites; research software manuals and contact software and hardware manufacturers for information and assistance; explain and demonstrate source of error to user to avoid repeated malfunction.
- Reconfigure and upgrade network hardware/software as appropriate; perform repairs or refer hardware repairs to appropriate technical electronics personnel.
- Provide individual and group training in software application operation as needed, including report generation, query use, provide technical training to District users in hardware and software malfunction diagnosis and correction.
- Assist skilled systems programming personnel with programming and maintenance of system networks; design and write programs of moderate difficulty for the proper interaction between multi-system hardware and software applications.
- Prepare and maintain a variety of logs and records, including software and hardware inventories.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Advanced DOS commands, PowerShell scripting, and Microsoft SQL.
- Various LAN operating systems including Microsoft Server 2012 R2, Server 2016.
- Microsoft Hyper-V Virtualization Software
- Routing and Switching Equipment
- Maintenance and Operation of Storage Area Networks (SAN's) and Network Attached Storage (NAS)
- Various software applications including word processing, spreadsheets, database management, telecommunications and graphics programs.
- Basic principles and techniques of computer programming with languages used by the District.
- Principles of data communications and computer operations and capabilities.
- System utilities and design and program applications.
- Principles of data management, organization and flow.
- Technical aspects of LAN maintenance, operation and programming.
- Capabilities of the District's operating systems and related hardware.
- Data file organization, structure and access methodology.

ABILITY TO:

- Install and configure various software/hardware applications on Local Area Networks (LANs) and Wide Area Networks (WAN's) for instructional and administrative purposes.
- Respond to user requests for assistance and malfunction correction and provide technical support.
- Troubleshoot and repair advanced system malfunctions and maintain system operation.
- Utilize programs to monitor enhance network system operation.
- Assist and train users possessing varying degrees of skill in using LANs and related software and hardware.
- Prepare and write computer programs or scripts of moderate difficulty and maintain job control language and system documentation.
- Communicate effectively both orally and in writing.
- Read, interpret and apply detailed and technical written and oral instructions.
- Plan and organize work.
- Understand and follow oral and written directions.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction.
- Meet schedules and time lines.
- Lift heavy objects.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Any combination of education and two years' experience in computer programming or network administration technical support. Associates Degree in Computer Science or related field and proven experience working with Extreme Networks equipment, knowledge of the Dell PowerEdge Server Administration, and Dell EqualLogic storage would be preferred.