TITLE: **Network Systems ~~Technician~~ Administrator**

QUALIFICATIONS:

1. Has two years college level course work in Computer Science, Information Technology or related fields and two years increasingly responsible experience in computer technical support, network systems support and network equipment support, **OR**
2. Has five years increasingly responsible experience in computer technical support, network systems support and network equipment support
3. ~~Knowledge of methods, equipment and tools used in the skilled repair and servicing of computer equipment~~
4. Knowledge of safety practices and precautions used in working with computer equipment
5. ~~Knowledge of technical aspects of the computer field~~
6. ~~Knowledge of diagnostic techniques and procedures used in computer and network repair~~
7. Ability to effectively communicate using interpersonal skills such as tact, patience and courtesy
8. ~~Knowledge of and the ability to perform a variety of skilled and technical duties including but not limited to the installation, repair, alteration and maintenance of network components, computers, printers, and mobile devices~~
9. ~~Ability to install network components, file services and related equipment at District sites~~
10. ~~Ability to install operating systems, database management systems and other network related systems~~
11. Ability to maintain records related to work performed
12. ~~Ability to establish and maintain cooperative and effective working relationships with others~~
13. ~~Ability to analyze system software situations accurately and adopt an effective course of action~~
14. Ability to work independently with minimal guidance
15. Must possess a valid driver’s license
16. ~~Must have~~ Physical ability to lift, reach, push/pull objects weighing up to ~~eighty~~ fifty (~~80~~ 50) pounds

REPORTS TO: Manager Network Systems

JOB GOAL: Provide technical infrastructure for the successful development and implementation of information systems and services as well as provide the assistance required to support those systems and services to sustain the district’s mission.

PERFORMANCE RESPONSIBILITIES:

1. ~~Inspect, isolate and diagnose system malfunctions and determine appropriate repair procedures; replace defective parts and restore to proper operation of equipment; analyze and resolve general software malfunctions~~
2. ~~Maintain records of computer and network repairs, materials used, moving and installation activities and work orders; maintain records of maintenance supplies used; maintain an adequate spare parts inventory~~
3. ~~Perform day-to-day network administration including but not limited to virtual environments, Active Directory, Group Policy, anti-virus, system update management and server operating systems~~
4. ~~Provide assistance, information and technical expertise to faculty, administrators and students regarding the safe and proper operation, care and maintenance of network systems~~
5. ~~Install, configure, update/upgrade, monitor and perform preventative maintenance on network hardware including but not limited to servers, switches, access points, routers, printers and network wiring~~
6. Plan and configure backups of critical district data, as well as ensuring the integrity of said backups
7. ~~Complete assigned work order requests and serve as support for all other technology work orders~~
8. Maintain and uphold the confidentiality of any and all district data
9. Manages all aspects of the District’s server and application infrastructure in both physical and virtualized environments.
10. Works closely with team members to implement effective change control processes and establish communication and notification protocols.
11. Manages the day-to-day operations of the District's Azure/Active Directory/O365 implementation and architects and implements strategic plans to insure the security and viability of the District's security principal via the efficient use of automation and security best practices - including but not limited to provisioning, group policy and access control.
12. Manages the day-to-day operations of the District's Google/G Suite implementation and architects and implements strategic plans to insure the security and viability of the District's security principal via the efficient use of automation and security best practices.
13. Evaluates periodically and makes appropriate changes to the Active Directory security groups and memberships to ensure the security and integrity of the implementation and designs, implements and manages appropriate group policies and scripts.
14. Designs, implements, and manages virtualized server farm(s) to consolidate District servers, data, and systems.
15. Designs, implements, secures, and monitors the BCS data, voice and wireless networks and provides on-site and/or remote restoration support.
16. Monitors proactively the various server farms and clusters and implements measures to mitigate and rectify problems to ensure 24 hour, 7 day a week, 365 days a year uptime; this includes monitoring and implementing appropriate host and client operating system patches, warranty upkeep and leading efforts to rectify problems.
17. Leads concurrent multiple hands-on projects and provides excellent and timely customer service by utilizing polite business communications, fulfills requests on time, and satisfies report, research or script requests.
18. Provides field support, installation, troubleshooting and maintenance of all data, voice/VoIP and wireless network-related equipment.
19. Collaborates, advises and coordinates district technicians in work related to network equipment and operations.
20. Liaises with network vendor staff on analysis, design and implementation of solutions to meet BCS business needs.
21. Researches emerging technologies or methodologies, develops standards and processes to facilitate the use of industry-standard best practices in virtualization and Active Directory, and implements technology and processes to increase productivity and reduce operating costs.
22. Installs and configures data, voice, wired and wireless network equipment, and provides operational support for district owned/leased devices.
23. Assists with the analysis and design of data, voice/VoIP, and wireless equipment and networks.
24. Proactively monitors all BCS networks and network related activities on a daily basis to identify outages, security risks, and manages mitigation/restoration activities.
25. Conducts in-depth analysis of all BCS networks on a daily basis to identify problem areas and root causes of network outages, interruptions, spikes, and reported issues; implements corrective actions within change management procedures and manages to completion.
26. Plans and implements routine preventative maintenance measures on all equipment to keep them up-to-date on patches, fixes, upgrades/updates, and security, and conducts appropriate tests to insure their efficient operation.
27. Assists with content filtering, intrusion prevention, and the Kentucky Department of Education firewall issues.
28. Creates, revises, and maintains current documentation related to all hardware, software, vendor products, designs, support/user guides, maintenance guides, etc.
29. Executes concurrent multiple projects and utilizes effective time management, planning, and people skills to liaise with management, team members, vendor field staff, district technicians and customers in coordinating all activities related to network and infrastructure tasks and ensure timely delivery of projects and status update(s) to all stakeholders.
30. Mentors other staff and provides technical assistance to staff and internal resources while staying current on certification(s) and/or related skills.
31. Completes all trainings and other compliance requirements as assigned and by the designated deadline.
32. Perform ~~other~~ related duties ~~consistent with the position~~ as assigned by ~~the~~ supervisor

TERMS OF EMPLOYMENT:

* Hourly ( Grade 16 )
* 8 hrs. per day
* 40 hrs. per wk.
* 260 days
* 12 months
* Board approved 1-21-99, Rev 9-11-2014