

COMPUTER/NETWORK TECHNICIAN II

JOB SUMMARY

Under general direction of the Information Systems Director, provide district-wide server administration, and technical and resource services in the installation, configuration, operation, repair, maintenance, troubleshooting, and diagnosis of network servers, computer hardware, peripheral equipment, and software for both PC's and/or Apple computers. Install software and establish access rights and security. Troubleshoot wireless LAN infrastructure, and local and wide-area network cabling. Diagnose network hardware and peripheral equipment. Provide user support training and assistance. Serve as a technical resource to other department staff.

TYPICAL DUTIES

Inspect, repair, assemble, install, and configure computers and related equipment. Install new software and establish access rights and security. Perform high-level diagnostic inspection PC's and/or Apple computers. Perform computer repairs. Format hard disks, install disk operating systems, establish directory structures and perform related tasks. Install microcomputers, peripheral equipment, routers, switches, hubs, firewalls, network appliances, wireless access points, and hardware and software upgrades. Download service patches and other appropriate software from the internet; install as necessary. Back up software disks as appropriate; archive data; restore data as needed. Perform detailed diagnostic inspection and maintenance of assigned district area computer and network hardware, such as computers, computer components with regard to monitors, drives, printers, and other computer and network peripherals. Provide technical leadership for designated personnel with regard to file server configurations, installation, maintenance and diagnostics. Perform virus scanning and maintain security software. Remove unused or unwanted files at the request of user or for computer efficiency. Provide users with applications software, computer hardware and peripheral equipment training. Troubleshoot, isolate, and correct computer, peripheral, and network problems, and immediately notify supervisor of situations in which additional district personnel or external intervention may be required to solve a problem. Assist other District personnel perform high-level diagnostic inspection on file servers using protocol analysis and packet inspection tools. Assist users in accessing and clarifying information in manuals and other forms of documentation. Serve as technical resource to other department staff. Maintain operating and user-procedure documentation and resource materials. Prepare support documentation. Establish and maintain a variety of records related to responsibilities and generate reports as requested. Troubleshoot network cabling projects and basic network equipment installation such as wiring, conduit, jacks, wall boxes, punch blocks, transceivers, hubs, switches, file servers, and network interface cards. Perform other related duties as assigned.

JOB REQUIREMENTS

Any combination of education, training, and/or experience which demonstrate ability to perform the required duties. A typical qualifying background would include graduation from high school or equivalent, supplemented by specialized training in computer operating systems, repair, local- and wide-area networking, and data communications and server administration. Demonstrated knowledge/experience in the use, diagnostics, and installation of computer hardware, related peripherals, and software related to PC and/or Apple computers/hardware. Some demonstrated knowledge, training, and/or experience related to local area networking is desirable. Access to an automobile for use in daily responsibilities.

Knowledge of: TCP/IP and UDP protocols. Network operating systems such as Netware, Linux, and Microsoft Server. Advanced network diagnostic and protocol analysis tools. Installation, configuration, operation, repair, maintenance, troubleshooting, and diagnosis of PC's and/or Apple computer/network hardware, software, and peripheral equipment. Installation, maintenance, repair, and inspection of network cabling and hardware. Troubleshooting, problem-solving techniques, and repair techniques. Network control programs, systems network architecture, and network management.

Ability to: Effectively work with network technologies, maintenance, and implementation. Effectively install, upgrade, and maintain district software applications. Read, understand, and interpret manufacturer's schematics, and hardware, operating system, and software manuals; apply such information as appropriate. Recognize and diagnose problems in file server, computer and network hardware and software, repair when possible. Interpret user and equipment manual in lay terms. Use built in and third party diagnostic tools. Identify and resolve complex network and client/server problems quickly and effectively. Identify advantages and limitation of various software. Organize and conduct in-service training, including standardized district software and peripheral equipment, word processing operations, etc. Understand and follow written and oral communication. Safely operate and care for tools, equipment, and materials used in the diagnostics and installation of computers and their peripherals. Access the internet to download service patches and other appropriate software, etc. Communicate effectively orally and in writing. Establish and maintain effective relationships with those contacted in the course of work. Obtain Apple certified desktop certification within first year of employment.

LICENSE Must possess a valid California driver's license and the ability to maintain qualification for district vehicle insurance coverage.

PHYSICAL ABILITY The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand or sit for extended periods of time; walk; possess dexterity of hands and fingers to handle or feel objects, tools, or controls; speak and hear to exchange information; distinguish odors. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

The majority of work is light to medium and may require routinely lifting or moving up to 50 pounds and occasionally lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The selected candidate must be able to perform the duties of a rigorous work schedule which includes lifting, loading, and unloading, and pass a physical examination and drug screen certifying this ability.

WORKING CONDITIONS Indoor and outdoor environment. Driving a vehicle to conduct work.

DISTINGUISHING CHARACTERISTICS This class differs from the position of Computer/Network Technician I in that the Computer/Network Technician I is assigned the less complex client/server and workstation maintenance and relatively routine network functions. The Computer/Network Technician II class has responsibility for infrastructure i.e., routers, firewalls, network appliances, etc., and responds to the more technically complex, non-recurring problems occurring within a system-wide network and serves as a technical resource to the Computer/Network Technician I class.