

SCHOOL BOARD OF ALACHUA COUNTY, FLORIDA

TECHNICIAN -- NETWORK SUPPORT

JOB DESCRIPTION

JOB CODE: 650330, 820330 **BARGAINING UNIT ELIGIBILITY:** Yes
FLSA: Non-Exempt **PAY GRADE:** 27
SALARY SCHEDULE: Education Support Professionals

QUALIFICATIONS:

- (1) Associate's Degree from an approved accredited educational institution.
- (2) A+ and Net+ Certification, preferred.
- (3) Minimum twelve (12) hours coursework at an approved accredited educational institution, including technically oriented courses such as in local area Networking and Wide area networking physics or electrical circuitry, preferred.
- (4) Minimum of five (4) years recent experience in voice communications and/or four (4) years and/or data communications with emphasis on installation, repair and maintenance of commercial voice and/or Wide area and local area network systems.
- (5) Previous experience with public telephone utilities is highly, preferred.
- (6) Practical experience in voice and/or data communications may be substituted for college level training on a year-for-year basis.

KNOWLEDGE, SKILLS AND ABILITIES:

General understanding of TCP/IP, private branch exchange, Voice over IP, Local area network switches and devices. Ability to deal with Data communication problems arising from integration of multiple vendor systems. Skilled in the use of various transmission testing types of equipment and their measurement parameters. Ability to react to problems and have capacity for problem determination. Knowledge of Network and Routing Protocols and all layers of the network OSI. An understanding of communications systems and computers in general. Ability to communicate effectively both orally and in writing. Ability to establish and maintain effective working relationships with district/school staff, administrators and outside agencies.

REPORTS TO:

Work-Site Supervisor

JOB GOAL

To install and maintain voice and data communications equipment throughout the district.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

- * (1) Install, maintain, and repair Voice over IP, Northstar, and traditional telephone systems and local/wide area networking equipment.
- * (2) Interact with local telephone companies.
- * (3) Maintain continually updated voice and/or data communications equipment records and inventory, including all documentation and reporting logs.

TECHNICIAN -- NETWORK SUPPORT (Continued)

- * (4) Conduct periodic physical inventory of rental equipment with vendors.
- * (5) Conduct analysis of existing communications systems to enable comparisons between existing systems and new state-of-the-art systems, including equipment evaluation, cost effectiveness, and premises wiring.
- * (6) Keep abreast of new developments and technologies which might improve existing services.
- * (7) Help develop long-range telecommunications directions, including system design.
- * (8) Provide technical assistance in specification of bid reviews and requirements and for communications equipment.
- * (9) React quickly and effectively to correct difficulties that occur and apprise management of situations.
- * (10) Respond to user requests for additions and deletions to and from services, translating requests into proper nomenclature and completing the appropriate forms.
- * (11) Prepare users to operate telephone and data equipment properly and effectively.
- * (12) Place service orders and trouble calls to equipment vendors, district equipment repair facilities and commercial communications facilities vendors as necessary.
- * (13) Act as field liaison to all common carriers, interconnect companies, and equipment vendors.
- * (14) Maintain skills in the use of current telecommunications systems and testing equipment.
- * (15) Operate, monitor, and program changes to various communications devices related to the data processing systems.
- * (16) Adhere to applicable safety standards.
- * (17) Attend all staff meetings and workshops.
- * (18) Assist with maintaining a clean and orderly environment.
- * (19) Be knowledgeable of and adhere to Board policies and departmental procedures.
- * (20) Communicate effectively with the public, staff members, parents, students, vendors, administrators and other contact persons using tact and good judgment.
- * (21) Demonstrate initiative in identifying potential problems or opportunities for improvement. Keep supervisor informed of potential problems or unusual events.
- * (22) Demonstrate initiative in the performance of assigned responsibilities.
- * (23) Demonstrate support for the school district and its goals and priorities.
- * (24) Exhibit interpersonal skills to work as an effective team member.
- * (25) Follow attendance, punctuality, and proper dress rules.
- * (26) Maintain confidentiality regarding school/workplace matters.
- * (27) Manage time efficiently.
- * (28) Model and maintain high ethical standards.
- * (29) Participate in cross-training activities as required.
- * (30) Participate successfully in the training programs offered to increase skill and proficiency related to assignment.
- * (31) Prepare all required reports and maintain updated and accurate records.
- * (32) Represent the District in a positive and professional manner.
- * (33) Respond to inquiries and concerns in a timely manner.
- (34) Perform other duties as assigned.
- * (35) May be required to work beyond the 40-hour week.

TECHNICIAN -- NETWORK SUPPORT (Continued)

PHYSICAL REQUIREMENTS:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

- Salary and benefits shall be paid consistent with the Board's approved salary schedule.
- Length of the work year and hours of employment shall be those established by the Board.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Addendum No. 13

Adopted 8/2/11