MILLARD SCHOOL DISTRICT
Classified Employee Job Description
March 2022

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Job Title: **Computer Network Technician 2**

Department: Technology Department

Alternate Job Titles: System Support Technician 2

Lane: 8

Number Employed: 2

Location(s) of Job: Millard School District

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GENERAL FUNCTION

Under the direction of the **Technology Director**, the **Computer Network Technician 2** resolves user and network problems, supports the daily operations of the local and Wide - Area Networks, and establishes and maintains effective working relationships with office and District employees in the completion of department functions and procedures. The Technician shall strive to improve and/or acquire the skills necessary to support the ongoing efficiency and growth of the Millard School District network system

ORGANIZATION STRUCTURE

Job Title: Computer Network Technician 2

Jobs Reporting to this Title: None

Supervisor's Title: Director of Technology

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Administers district policies regarding use of computers and data access (e.g. updating software, set passwords, etc.) for the purpose of ensuring compliance with district policy and departmental guidelines.
2. Troubleshoots software and hardware failures and brings these to a satisfactory resolution.
3. Install, troubleshoot, repair and maintain a variety of computer equipment and related systems in both a stand-alone and networked environment.

4. Provide preventive maintenance of equipment as needed; service, adjust, clean equipment as needed; mount equipment and install security devices as required; mark equipment according to established procedures and maintain appropriate records regarding location and status of equipment.
5. Inspect and test equipment and systems to determine problems and defects in malfunctioning and new equipment; repair or replace parts and components as necessary; calibrate as needed.
6. Installs, configures, and maintains network switches, routers and other network equipment.
7. Assists in maintaining and troubleshoots network connection problems.
8. Help Desk support
9. Maintain records including problem documentation, action taken, solutions and similar tracking data with District Trouble Ticket System.
10. Schedule and prioritize trouble tickets and work schedule.
11. Installs network operating system upgrades and patches under direction of District Technology Director.
12. Maintain inventory of parts and supplies, stock and order supplies as needed; prepare and maintain records and reports related to inventory of equipment; prepare and maintain records of maintenance and repair activities; understand and interpret manufacturer's maintenance and repair manuals.
13. Implements and maintains district-wide computer preventive maintenance program. Provides informal training in use of network systems and related software to end users.
14. Researches and evaluates new technologies as assigned and/or approved by the Technology Director.
15. Operate a variety of tools and equipment including electronic test equipment, soldering iron and various hand tools.
16. Provide and assist in providing users with applications software, computer hardware and peripheral equipment training; assist users in accessing and clarifying information in manuals and other forms of documentation.
17. Assist in the setup and installation of local area networks and wireless networks.
18. Re-image and upgrade computer systems, re-configure and re-image computer labs as required.
19. Repairs and maintains A/V systems in classrooms.
20. Support software based systems.
21. Perform other duties as assigned by the Technology Director.

OTHER FUNCTIONS
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit and district network.

SPECIALITY FUNCTIONS
- Support for Google Drive issues.
- Support for Google Chromebooks.

- Support for wireless devices.
- Single-sign-on support.
- Support for Phone equipment issues.
- Support for intercom issues.
- Support for electronic signage systems.
- Support for school bell systems.
- Assistance with Active Directory management.

MARGINAL FUNCTIONS
- May occasionally create and implement software programs.
- In the event the district does not have a Computer Support Technician Assistant, Computer Network Technician 2 will also perform the Duties and Responsibilities of the Computer Support Technical Assistant.
- May occasionally assist district maintenance department.

This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent in this job. Incumbents are required to perform other related functions as assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machines, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands– Not limited to the following:
- Frequent travel to School District offices, buildings, classroom and grounds.
- Frequent traversing throughout various buildings.
- Often sitting for extended periods.
- Standing for periods of time.
- Moderate lifting from 15-30 pounds.
- Some moving of various items- up to 100 pounds.
- Manual dexterity to use office equipment.
- Repetitive operation of computer keyboard.

Sensory Abilities:
- Ability to communicate effectively in all aspects of the job.

Work Environment:
- Generally, office setting year round

Temperament:
- Ability to work as a leader, coordinator and a member of a team.
- Must be courteous and able to effectively manage job responsibilities.

- Must be cooperative, congenial, service oriented, and promote these qualities.
- Ability to work in an environment with frequent interruptions.
- Ability to be respectful and empathetic.

Workplace Expectations:
- Ability to follow directions and give direction to others.
- Ability to create and delegate assignments.
- Ability to complete assigned tasks without supervision.
- Ability to communicate, comprehend and perform complex computations.
- Ability to use correct grammar, sentence structure and spelling.
- Ability to compose clear, concise sentences and paragraphs.
- Ability to organize office setting to efficiently accomplish tasks.
- Ability to multitask.
- Ability to work independently and make work-related decisions.
- Ability to exercise good judgment in prioritizing tasks.
- Ability to communicate effectively at all organizational levels.
- Ability to operate office equipment.
- Ability to use computer technology efficiently including word-processing, presentation/webpage software, PowerPoint and Excel software applications.
- Ability to appropriately handle confidential information in accordance with district policies.
- Ability to use technology for group meetings, presentations.

Note: This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with requirements of the job.

Educational Requirements:
1. High School graduate with two years of vocational education in computing networking and/or an Associate Degree in computer related studies or any combination of education, training, certifications, and experience that provides the required knowledge and abilities.

Knowledge & Ability:
- Must understand microcomputer system design and installation.
- Knowledge of word processing, spreadsheet, and other widely used software applications.
- Proficient with Microsoft based PCs and operating systems preferred, experienced with current Microsoft Operating Systems and Ethernet-based networking, experience installing PC hardware and software, knowledge of Microsoft Office and various productivity applications and active networking components.

- Knowledge of wide-area networks, local-area networks, wireless networks and their various components.
- Must be proficient and skilled at analyzing, diagnosing and repairing personal computers, terminals, networks and computer peripherals.
- Ability to express technical concepts clearly and concisely in written and oral communications.
- Requires conceptual skills for adaptation of computer capabilities to school and administrative needs.
- Ability to diagnose and communicate status of problems incurred in daily operation of the department.
- Demonstrated knowledge and application of effective technology principles, practices and trends
- Must be able to perform the above responsibilities at a high level.

Job-Related Experience:
1. Four or more years of related experience to the above tasks, knowledge, skills and abilities or an equivalent combination of education and experience.

Licenses/Certification:
1. High School diploma or equivalent plus two years of education desired.
2. Driving a vehicle is required in the course of work, operator must possess a valid and appropriate Utah driver's license; qualify for insurability with the district's insurance carrier.
3. Hold a valid State of Utah Criminal History Records Check Approval.

TERMS OF EMPLOYMENT: Twelve-month year, 40 hrs. per week. Compensation in accordance with recommendations established by the Superintendent of Schools.

EVALUATION: The basis of the evaluation will be the extent to which the performance responsibilities of the job are successfully handled and the extent to which yearly action plans and job goals are met. The Technology Director will perform the evaluation.

NOTE: The above job description reflects the general requirements necessary to describe the principle functions or responsibilities of the job identified and shall not be interpreted as a detailed description of all work requirements that may be inherent in the job, either at present or in the future.