

Arlington School District No. 16
Job Description

JOB TITLE: Network Technician

CLASSIFICATION:	Classified
LOCATION:	Technology Department - District Office
REPORTS TO:	Director of Technology
SALARY:	Per PSE Schedule A

SUMMARY: Under the supervision of the Director of Technology, the network technician shall provide technical support to all District users in a timely manner and assist in the overall maintenance and upkeep of all District technology equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Performs the essential duties and responsibilities of Support Technician for all assigned locations:
 - Assists and coaches District staff in utilizing technology equipment, services, and systems.
 - Receives and responds to incoming calls, emails, alerts, or other communications regarding support requests.
 - Provides technical support to District students, staff, and parents.
 - Troubleshoots, diagnoses, and resolves technology equipment issues.
 - Completes regular and thorough documentation of support request resolutions.
 - Performs routine updates and preventative maintenance to all user equipment.
 - Installs and configures new technology equipment according to departmental standards.
- In consultation with the Director of Technology: Develops, maintains, and implements a District-wide network plan detailing infrastructure, protocols, formats, organization, and documentation of all aspects of the network; processes for reporting, statistically monitoring, and logging network performance; and network disaster recovery protocols.
- Monitors the network performance and troubleshoots problems promptly and effectively.
- Installs and configures new network equipment according to departmental standards.
- Works directly with team members to identify, discuss, and resolve network issues through collaborative troubleshooting and diagnostic efforts.
- Collaborates directly with District users and Department staff to understand the unique network needs of individual sites and users and design custom configurations and solutions.
- Communicates directly, promptly, and effectively with District users and Department staff in responding to network-related issues.
- Performs routine updates and preventative maintenance to network equipment.
- Completes regular and thorough documentation of all network configurations, updates, and resolutions.
- Recommends network-level designs, configurations, and technical standards to the Director of Technology.
- May be required to respond off-hours to assist in the event of network outages.

DEPARTMENTAL DUTIES AND RESPONSIBILITIES include the following:

- Assists in accurately maintaining the District's technology inventory.
- Provides feedback on equipment, service, and system selections and acquisitions.
- Assists in the development and implementation of the District's technology plan.
- Attends and actively participates in all District and Department meetings.
- Positively represents the District and Department in all interactions.
- Adjusts priorities quickly and respectfully as directed.
- Assumes other duties and responsibilities as assigned by the Director of Technology.

OTHER SKILLS AND ABILITIES include the following:

- Solves problems and schedules tasks in an environment of changing priorities and emergency situations with flexibility in adjusting schedule to address emergencies.
- Establishes and maintains effective, professional, and harmonious relationships with supervisor, team members, District staff, students, and general public.
- Maintains regular, clear, and thorough communication with all members of the Department.
- Maintains a working knowledge of current and developing practices, terminology, and principles of educational technology.
- Remains current on existing and emerging technologies.
- Manages multiple tasks and supports a variety of users simultaneously.
- Possess excellent oral and written communication skills for communicating with other technical and non-technical professionals.
- Respects and adheres to protocols handling confidential information.
- Genuinely understands the unique goals and purposes of public education and faithfully fulfills all requirements of the job through that lens.

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 knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School Diploma or equivalent

Employment experience with technology equipment, school-based preferred

Experience working in a medium- to large-scale networked environment preferred

CERTIFICATES, LICENSES, REGISTRATIONS

Industry certification(s) in network management (preferred)

Valid Washington State Driver's License

TECHNICAL SKILLS

- Current operating systems, preferably macOS, iPadOS/iOS, ChromeOS, and Windows
- VoIP protocols and configurations, preferably NocTel
- MDM protocols and configurations, preferably Jamf Pro and Intune
- Directory protocols and configurations, preferably Azure AD, Active Directory, and Google
- Printing protocols and configurations, preferably Windows Print Server and PaperCut MF

- Firewall protocols and configurations, preferably UniFi
- Core network services (DHCP, DNS), preferably Windows Server
- Virtualization protocols and configurations, preferably Windows Hyper-V
- Authentication protocols and configurations, preferably Windows NPS
- Switching and wireless protocols and configurations, preferably Ubiquiti/UniFi
- Data backup protocols and configurations, preferably Windows Server Backup
- Standard wired networking protocols and configurations, preferably CAT 6+ and fiber

LANGUAGE SKILLS

Ability to read and interpret documents written in the English language such as operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence in the English language. Ability to speak the English language effectively to administration, students, and staff.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts, proportions, percentages, and totals and to apply concepts of basic mathematics.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete and abstract variables. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk, stand, sit; use the hands to handle, finger, or feel objects, tools, or controls; reach with hands and arms; climb; or balance, stoop, kneel, or crouch. Must be able to frequently lift and transport moderately heavy objects (up to 50 pounds) such as computers and peripherals. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

There are no unusual environmental conditions. The noise level in the work environment is usually moderate to high.

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. The individuals currently holding this position perform additional duties and additional duties may be assigned.

October 2024