

## Job Description

**Job Title:** Network Technician  
**Position Code:** 6N16, FN16  
**Job Classification:** Non-Exempt

**Supervisor:** Network Engineer  
**Pay Grade:** 31  
**Contract Length:** 245 Days

### Job Summary

Position is responsible for assisting with designing, implementing, monitoring, and maintaining large-scale, complex local and wide area computer network systems under the direction of the Network Engineer. Position carries out installation, testing, and technical tasks in support of the operating system and participates in developing and implementing network security procedures and network management plans.

### Essential Duties

1. Assists with designing and configuring the school division's local and wide area computer networks under the direction of the Network Engineer.
2. Assists with surveying performance needs and goals of network users.
3. Installs and tests network servers, operating system software, hubs, routers, switches, cabling, and other related network components/equipment.
4. Maintains, repairs, upgrades, and enhances network operating systems, the network cabling infrastructure, and other related components.
5. Performs diagnostics and preventative maintenance to ensure that network systems are operational.
6. Responds to emergency work requests; troubleshoots network failures and errors; and diagnoses, isolates, and resolves routine to moderately/highly complex network related problems ensuring timely results and minimal disruption of operations.
7. Provides network services including configuration and maintenance of network directory structures, network printing, and network menus.
8. Assists with developing, monitoring, and implementing network security procedures for safeguarding the system.
9. Assists with network management activities to include managing disk space allocation and system privileges; file server monitoring; and implementing/developing plans for data backup, recovery, and archiving.
10. Responds to questions and needs of end-users concerning their access to network resources.
11. Assists with surveying facilities and making recommendations for the layout and location of network components, equipment, cabling, and wiring.
12. Assists with developing pricing schemes with vendors for network components, equipment, cabling, and wiring for new implementations or upgrades.
13. Maintains records of work completed and in-progress; and updates network documentation to record installations, upgrades, configurations, etc.
14. Travels to and from schools/work sites in the performance of duties.
15. Models nondiscriminatory practices in all activities.

### Other Duties

1. Maintains an up-to-date knowledge of rapidly changing computer network technology.
2. Performs any other related duties as assigned by the Network Engineer or other appropriate administrator.

### Job Specifications

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 accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

### Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

Must possess an Associates degree (or completion of equivalent amount of college coursework) in a related field and some related experience in computer network support and maintenance; or any equivalent combination of education

and experience that would provide the noted knowledge, skills, and abilities. Must possess a general knowledge of, and the ability to practically apply, the basic principles and practices used in the design, configuration, installation, testing, and maintenance of local and wide area computer networks. Must possess a general knowledge of computer network characteristics, network operating system software, and network components (i.e.: network servers, switches, hubs, routers, bridges, cabling, etc.). Must possess excellent troubleshooting skills and the ability to diagnose/resolve network system problems. Must possess excellent skills in the use of the instruments and tools of the trade. Must possess the ability to interpret and apply complex technical manuals and reference materials. Must possess the ability to assist with developing network security and related procedures; and assist with performing network management activities. Must possess the ability to prioritize tasks in order of importance; work independently and as a team member; and establish and maintain effective working relationships with co-workers and end-users. Must possess a valid driver's license with a good driving record.

**Working Conditions & Physical Requirements**

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 accommodation may be made to enable individuals with disabilities to perform essential functions.

When performing the duties of this job, the employee is frequently required to sit; use hand to finger; handle or feel; speak, hear and understand speech at normal levels. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 26 pounds. The employee must occasionally lift and/or move and/or balance while standing or climbing up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

**Work Environment**

The work environment characteristics 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. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

**Supervision Exercised:** None

**Supervision Received:** Network Engineer

*This job description in no way states or implies that these are the only duties to be performed by this employee. The network technician will be required to follow any other instructions and to perform any other related duties as assigned by the Network Engineer or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.*

**Approvals:**

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Supervisor Date

**I acknowledge that I have received and read this job description.**

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Employee Name (Print) Signature Date

6/14/10 lr