



Classified Job Description

CSEA Approved: December 8, 2014
NJUHSD Board Approved: January 14, 2015

Position Title:	NETWORK AND COMPUTER SUPPORT TECHNICIAN
Contract:	12 months per year
Range:	36

GENERAL DEFINITION:

Provides technology support, maintenance, and monitoring of contracted Nevada County school districts' technology systems and peripherals; troubleshoots and resolves network and peripheral problems; and performs related duties as required or assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Installs, configures, maintains, upgrades, and troubleshoots operating systems and local and server-based application software.
2. Installs, configures, maintains, manages, upgrades, troubleshoots, and repairs computers, peripherals, and other technology related devices and equipment.
3. Troubleshoots network, server, computer, peripheral, and software problems while seeking assistance from the NJUHSD Network Engineer when necessary.
4. Assists the schools with intermediate networking issues including installing patch and station cabling and other LAN equipment.
5. Provides support of warranty repair activities.
6. Performs work related assignments at various Nevada County districts and LEAs remotely and on-site.
7. Provides a positive customer service oriented level of support for contracted county school technology users.
8. Provides basic support of district mobile devices.
9. Provides technology phone support, handling inquiries, and making referrals to specialists when appropriate.
10. Participate in technology staff meetings, workshops, conferences, and classes.
11. Other related duties as assigned.

UNDER SUPERVISION OF:

Director of Technology & Information Systems/Designee

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 essential functions.

EDUCATION AND/OR EXPERIENCE:

Any combination of education and experience equivalent to an associate's degree in computer science, information technology, or a related field, plus three years of progressively more responsible educational work experience with special emphasis in computer technology and its applications. Can demonstrate knowledge of principles, concepts, and methods of applicable computer technology and its most effective

and efficient utilization; good knowledge of, or ability to quickly learn, instructional technology requirements; knowledge of standard computer operating systems and the software used in a network environment; knowledge of two or more computer and network operating systems, and proficiency at standard desktop and communications applications and protocols; and ability to communicate effectively, both orally and in writing. Network + and A+ certification highly desirable.

OTHER SKILLS and ABILITIES:

- Ability to operate a computer and related software.
- Ability to communicate clearly and concisely, both orally and in writing and the ability to interact positively with schools and community.
- Ability to handle a multitude of responsibilities with minimal supervision.
- Possession of an appropriate, valid motor vehicle operator's license and proof of insurance.
- Basic computational skills.

LANGUAGE SKILLS:

- Ability to read and interpret documents such as operating and maintenance instructions, and procedure manuals.

REASONING ABILITY:

Ability to independently problem solve unique student and employer situations. Ability to understand and carry out detailed written and oral instructions.

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 essential functions.

The employee must be able to:

- Lift and/or move up to 50 pounds such as technology and networking equipment.
- Push or pull items such as furniture and equipment.
- Interact with other staff members.
- Climb a step stool or ladder and reach above shoulders.
- Sit or stand for extended periods of time.
- Squat, stoop or kneel.
- Reach above the head and reach forward.
- Stand, walk, use hands and fingers to handle, or feel objects, tools, or controls; use hand strength to grasp tools; and to talk and hear.
- See up close, have color and peripheral vision, have depth perception, and the ability to adjust focus.
- Frequently bend or twist at the neck and trunk more than the average person.

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. While performing the duties of this job, the employee regularly works indoors in office and school environments and will occasionally work outdoors. The employee must be able to meet deadlines with severe time constraints. The noise level in the work environment is usually moderate.

If available, this position will be provided a district vehicle, and the employee is expected to check in daily at the Nevada Joint Union High School District technology office at his/her assigned start time unless previously arranged with his/her supervisor.

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