

## **COMPUTER NETWORK TECHNICIAN I**

CL: 30

### **DEFINITION**

Under general supervision, this position assists with the planning, repair and maintenance of the district's local area networks and related equipment, the administration of the district's Internet connections, the repair and maintenance of the district's computer equipment, and related work as assigned.

### **DUTIES**

Assists in planning, installation, administration, repair and maintenance of electronic computer and network systems; assists users in resolving problems with computer and network systems; performs research and complex analysis to identify options and make recommendations in Internet, network, and computer structures, systems and procedures; participates in the review and definitions of problems with emphasis on networking and personal computers; maintains an inventory of all district computer hardware and software; performs testing of software; develops detailed system and user documentation; serves as a resource to school staff to integrate technology into the curriculum; maintains a check-in and check-out procedure for technology at school sites; designs testing criteria, prepares test data, and test software making necessary revisions and corrections to insure dependable results; operates, controls and installs computer equipment along with auxiliary and peripheral components in accordance with standard operating procedures; answers calls and provides technical information and assistance to callers as needed; attends meetings and workshops related to technology; conducts and assists in staff computer training programs; assists in training new staff on current software used for grading, student services, attendance, testing, etc.; assists system users to resolve software, printer, and computer problems; assists with developing specifications for computer and related purchases; may be assigned to a specific site to perform duties in a site Technology Center or lab setting, performing computer training to staff on technology integration and basic computer skills; when assigned to a site, assists with updating school site web pages; performs other general technology related tasks as directed.

### **MINIMUM QUALIFICATIONS**

**KNOWLEDGE:** Knowledge of Local Area Networks, personal computers and related hardware and software; On-line communications hardware and software; access and use of the Internet, E-mail packages, TCP/IP networks, and software applications; data communications, usage of data lines and related hardware; knowledge of Novell, Student Information Systems (SIS), Windows, WordPerfect and Microsoft Office, Lotus 123, and other networking, word processing, spreadsheet and database programs; data processing theories, concepts and capabilities including system analysis and problem troubleshooting; safe work practices; operation and maintenance of

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hand and power tool, test equipment, and other equipment used in the installation, testing, maintenance, and repair of automated equipment.

**ABILITY:** Demonstrate advanced skill levels in computer networking, repair, installation, administration and maintenance; demonstrate problem-solving skills to troubleshoot a wide range of computer problems; manage projects and work flow for timely completion; communicate effectively in both oral and written form; understand and carry-out oral and written directions with minimum supervision; establish and maintain cooperative working relationships; conduct component replacement repair on computers and peripheral equipment; perform duties in a variety of office and classroom environments requiring travel to different locations.

**EXPERIENCE:** The skills, knowledge and abilities listed above would typically be acquired through successful completion of course work in computer network engineering and/or network administration, successful completion of computer repair courses and 2 years work experience with emphasis in computer repair and networking.

**OTHER:** Possess a valid California motor vehicle operator's license.

**PHYSICAL DEMANDS:** Must stand for long periods of time; use hands and fingers to finger, handle, and feel objects, a keyboard or other repair equipment, office machines, tools or controls; reach with hands and arms; bend, stoop, kneel or crouch; speak clearly and distinctly to provide information to others; hear and understand voices over telephone and in person; move and transport computer and technology equipment over 50 pounds; and drive to various locations to conduct work.

### **NORMAL TERMS OF SERVICE**

Up to eight hours per work day, twelve months per year, depending upon district need.

### **REPORTING SUPERVISOR**

Technology Coordinator

### **REVIEWING OFFICER**

Superintendent

Approved: 4/24/97

Revised: 7/21/05