CLASSIFIED
Job Classification Description
Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT
PERSONNEL COMMISSION
APPROVED MOTION NO. 22-2022/23
DOCUMENT NO. 10-2022/23
DATED 10/19/2022

NETWORK SPECIALIST

DEPARTMENT/SITE: Information Technology Support Services	**SALARY SCHEDULE:** Classified Bargaining Unit **SALARY RANGE:** 40 **WORK CALENDAR:** 261 Days
REPORTS TO: Director of Information and Technology Support Services	**FLSA:** Non-Exempt

PURPOSE STATEMENT:

Under the general direction of the Director of Information Technology and Support Services, the Network Specialist supports the educational process with specific responsibilities for troubleshooting server performance, hardware and software compatibility issues; creating and maintaining database and backup schedules; and providing technical support to the District and assigned school sites. Incumbents in this classification provide the school community with reliable and safe networks for interconnectivity within the District and with the Internet which directly supports student learning and achievement.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class address day-to-day issues with the District's computer network including installing network computers and communications equipment, ensuring that employees' computers remain connected to the District's local and wide area networks and the District's website. This class differs from those in the Information Specialist Series which are more focused on computer hardware and software support for users. This class is distinguished from the Network Administrator which is responsible for overall management of the District's computer networks including planning, designing, organizing, leading the installation and operational support for these systems.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

- Creates and maintains a variety of technological elements (e.g., servers, installation procedures, backup programs) to support the instructional program.
- Deploys new software and software upgrades as needed and directed.
- Installs new equipment (e.g., application software, operating software, hardware upgrades, security cameras, projection systems) to upgrade and maintain District technology systems.
- Maintains network operations and software applications (e.g., servers, file and print applications, operating systems, routine maintenance programs) to ensure efficient operations.
- Monitors computer activity Districtwide to ensure compliance with the Acceptable Use Policy and reports infractions.
- Participates in meetings, workshops and/or trainings, conveying and/or gathering information required to perform job functions.
- Prepares as requested written materials (e.g., procedures, system level documentation, reports, memos, letters, purchase orders) in order to document activities, provide written reference and/or convey

information.
- Provides Help Desk support to school site personnel for providing direction and/or solving technical problems.
- Researches trends, products, equipment, tests, etc. to make recommendations about procedures and/or purchases.
- Responds to inquiries from a variety of sources (e.g., staff, administrators, school site personnel, outside vendors and service providers) in order to provide Tier 2 technical assistance and support.
- Schedules equipment upgrades and repairs in order to direct services in an efficient and timely manner.
- Travels to assigned sites for the purpose of providing technological support.
- Troubleshoots malfunctions of servers, hardware and/or software applications within the District for the purpose of resolving operational issues and restoring services.
- Works with outside vendors as assigned to ensure projects conform to network standards and protocols.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE, SKILLS, AND ABILITIES
(At time of application)

Knowledge of:
- Good customer support services practices
- Current, legacy and emerging operating systems, environments, and network protocols
- Router configurations
- Inter/Intranet applications
- Correct English usage, grammar, spelling, punctuation and vocabulary

Skills and Abilities to:
- Perform multiple, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions
- Utilize pertinent network, application, operating system monitoring, and troubleshooting software
- Adhering to safety practices
- Planning and managing projects
- Preparing and maintaining accurate records
- Schedule activities and/or meetings
- Gather and/or collate data and
- Consider a number of factors when using equipment
- Work with others in a wide variety of circumstances
- Work with data utilizing defined and similar processes
- Utilize equipment under a variety of conditions for multiple purposes
- Work with a wide diversity of individuals
- Work with similar types of data
- Utilize a wide variety of types of job-related equipment
- Problem solve and identify issues to create and implement action plans
- Solve problems with data requiring independent interpretation and application of network concepts
- Set priorities
- Establish effective relationships
- Be attentive to detail
- Communicating with diverse groups
- Convey technical information to non-technical audiences

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- Work nonstandard hours to resolve issues and ensure network repair and reliability

RESPONSIBILITY:

Responsibilities include working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

JOB QUALIFICATIONS / REQUIREMENTS:

(*At time of application and in addition to the Knowledge, Skills, and Abilities listed above.*)

EDUCATION REQUIRED:

An Associate's degree in computer science, operating and network systems, and/or data communications.

EXPERIENCE REQUIRED:

Two (2) years of experience with computer hardware, operating systems, applications, information systems, network operations and support, and data communications. Experience must include one (1) year of responsibility for establishing and/or maintaining a multi-user network, preferably with multiple sites. School district network experience preferred.

LICENSE(S) REQUIRED:

- Valid, current California Driver's License to drive personal vehicle to various sites in the District to provide technology user support services.

CERTIFICATIONS AND TESTING REQUIRED:

- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
  - Criminal Justice and FBI Fingerprint Clearance
  - Negative TB test result plus periodic post-employment retest as required (currently every four years)
  - Pre-employment physical exam A through District's provider

WORK ENVIRONMENT / PHYSICAL DEMANDS:

(*Must be performed with or without reasonable accommodations*)

- Work is primarily indoors and occasionally requires sitting for extended periods
- Lift and move equipment and other objects weighing up to 50 pounds
- Dexterity of hands and fingers to operate hand tools, a computer keyboard, and other office equipment and to maintain paper files and documents
- Use hands and fingers to grasp, hold, and manipulate objects
- Kneeling, bending at the waist, sitting, squatting, crawling, stretching and reaching overhead, above the shoulders and horizontally to place equipment and wiring and retrieve and store files and supplies
- Climb ladders
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen
- Frequent operation of a personal vehicle, and occasional operation of a District vehicle, to travel within and outside the district for meetings, training sessions and assisting staff at school sites
- Exposure to intermittent noise and interruptions typical of a school environment

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- Potential for contact with blood-borne pathogens and communicable diseases