Fremont Union High School District			
Position: Network Support Specialist			

Department/Site:	School	**Range:**	117
		Work Year:	225
Reports to/ Evaluated by:	Assistant Principal	**Months:**	11

Summary of Basic Functions & Responsibilities

Under the direction of the Assistant Principal, installs, configures, troubleshoots, and services networked computer workstations, video and multimedia, and related equipment and software used in administrative and instructional lab environments. Participates in installations and configuration, and assists with maintenance of server hardware and software for one or more local networks governing data communications among personal computers. Maintain campus network including all network components and IP phone system. Provides technical support and help functions that relate to computer hardware and software, data communications, and connectivity. Understands and works effectively with people of differing cultures.

Essential Duties & Responsibilities

Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

- Provides technical assistance to administrators, teachers, staff, and students on using computers and software programs including remote access and on the proper use of peripheral electronic equipment use to enhance presentations and viewing.
- Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to identification and replacement of components. Reviews purchase requests and recommends standards for equipment and components.
- Provide basic knowledge for network cabling option including phone line, direct cable wireless and power line.
- Participates in installation and configuration of networked computer users, e.g., computers, printers, modems, peripheral communications equipment, and software.
- Participates in installing and configuring upgrades to existing networks that enhance continuous operations, desired performance, and service.
- Participates in troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, Internet access, electronic mail, file servers and wireless.
- Updates existing security software on networks and workstations. Tests existing operating systems and personal computers for potential viruses and security problems.
- Configures and provides support and initial installation of IP phones; assists in user voicemail and email.
- Implements protocols and procedural controls for operation of the network systems.
- Installs and configures workstations to laboratory networks. Installs and configures laboratory and classroom networks. Connects workstations to servers. Sets up student accounts onto local networks.
- Installs, configures, and maintains specialized software that supports courses offered by the school. Tests software to ensure compatibility with the current operating environment and to equipment capability. Configures software to communicate with peripherals such as printers, modems, scanners, and screens.

- Receives and resolves user 'help desk' calls. Documents calls, forwarding work order requests to the appropriate technology staff.
- Provides troubleshooting of user problems with common desktop software, accessing databases, network and networked equipment, and e-mail.
- Monitors local area network usage and performance. Confers with networking analysts regarding problems with wide area connections.
- May schedule and setup audio-visual equipment for use in classrooms, meetings, and events. Advises staff and students on checkout procedures and use of equipment. Assures that audio-visual and sound system equipment functions properly.
- Oversees student workers who provide basic technical support and are engaged in technology curriculum or assist in laboratories.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills:
- Requires working technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology.
- Requires a working knowledge of computer, video, and multimedia equipment diagnostics and repair.
- Requires a basic knowledge of operating systems.
- Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance.
- Requires a basic understanding of local area networks for personal computers.
- Requires a basic understanding of protocols such as TCP/IP, Serial, Ethernet, and Access Lists.
- Requires sufficient communication skills to provide individual instruction and technical assistance on the use of PC-based software for business, education, internet, utility, and connectivity.
- Requires sufficient writing skill to document technical procedures.

Abilities:
- Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used in both instruction and administrative areas.
- Requires the ability to set up, configure, and tune video and multimedia equipment used for classroom, public meetings, and conferencing.
- Must be able to install and configure microcomputer components such as, but not limited to, cards and drives.
- Must be able to connect interface cables and connections between computers. Must be able to prioritize and organize work to meet deadlines and timetables.
- Must be able to read, interpret and apply technical information including equipment blueprints and schematics.
- Must be able to give one-on-one training in the use of microcomputers and business and instructional software.

Physical Abilities:
- Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment.
- Requires sufficient hand eye coordination and dexterity to make small component connections.
- Requires sufficient visual acuity to read technical documents and instructions and align small components.

- Requires sufficient auditory ability to carry on routine conversations.
- Requires the ability to lift, push, and pull objects of medium weight (less than 50 lbs.) on an occasional basis.
- Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.
- Under some circumstances, further testing may be required to determine if an applicant is able to perform the essential duties with or without reasonable accommodation.

Education:
- The position may require the equivalent to an Associate's degree in computer science or related technical field and 2 years of experience in the setup of networked computer workstations and computer technical support.

Licenses & Certificates:
- Requires a valid Driver's License.
- Requires fingerprint clearance from the Department of Justice and Federal Bureau of Investigation.

Working Conditions:
- Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.