

TECHNICAL SUPPORT

Definition:

The position is responsible for quick accurate decision making while troubleshooting servers, computers, and networking issues. Under limited supervision, administers all aspects of the District's web server and application servers. This includes implementation, configuration, coordination, control, maintenance, troubleshooting, security, usage monitoring and the development of specialized system procedures. Troubleshoots Local Area Network (LAN) difficulties by use of management software and resolves difficulties with routers, and associated equipment. Assists with management, operation and troubleshooting of the Wide Area Network (WAN). Provides hardware and software support to a variety of Geyserville personnel located on and off site.

Supervision Exercised and Received:

The Superintendent provides general direction and limited supervision.

Examples of Duties and Responsibilities:

Duties and responsibilities may include, but are not limited to, the following:

Manages District's servers in a Windows environment, ensuring that the server has as close to 100% uptime as is practicable;

- Manages Google Enterprise, Chromebooks, student, staff, and school board user accounts, mail. Administers the Echo and SchoolWise accounts.
- Performs basic systems security administration functions, including creating profiles and accounts; Performs systems backups and recovery procedures when needed;
- Troubleshoots problems with networks, web services, mail services and overall aspects of the LAN/WAN: Assists in the correction of system failures, operations, and software problems to determine causes and repairs;
- Works with local IT experts in troubleshooting network issues.
- Assists in maintaining security of routers and servers from unauthorized intrusion by either physical or by remote electronic means;
- Helps evaluate hardware and software for staff users to ensure suitability, compatibility and economy prior to purchase;
- Helps maintain software licenses and supervise compliance with various licensing and copyright requirements;
- Researches, prepares, and presents oral and written reports as necessary; maintain necessary records: Performs additional related duties and responsibilities as assigned by supervisor/manager.

Employment Standards:

Knowledge of:

- Concepts and administration of computer and network operating systems and applications: Practices and methods of systems administration and maintenance;
- Principles, practices, and techniques in the installation, maintenance and troubleshooting of network hardware and software;
- Network performance and monitoring tools: EnGenius Wireless system , Technical problem solving techniques;
- Modern office practices, procedures, and equipment; Record keeping procedures.

Ability to:

- Troubleshoot and diagnose severity of WAN problems and make repairs and enlist the services of local tech professionals;
- Make decisions and resolve problems – Seek out information and outside sources to evaluate, prioritize and formulate best solution or practice;
- Communicate clearly and concisely, both orally and in writing;
- Establish and maintain effective working relationships, and work as a part of a team to deliver high quality services;
- Work independently and demonstrate initiative; Continuously upgrade knowledge and skills; Work with numerous interruptions;
- Plan and organize work to meet priorities and time lines; Understand and carry out oral and written instructions.

Education and Experience:

Education:

- Associate in Arts degree with emphasis in technology or Bachelor of Arts or Sciences in Computer Information Systems, MA Educational technology or equivalent experience; or
- Three (3) years of responsible experience in educational technology (integrating technology in the classroom, working with teachers in integrating technology into the curriculum, managing networks, email services, experience with SIS systems such as Schoolwise.

Experience:

- Experience in using Macintosh and PC computers with a variety of standard software such as word processing, database, spreadsheet, graphics, and presentation software as well as maintaining these computers in a Local Area Network structure.

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.

- Visual acuity sufficient to work at a computer screen frequently and throughout the day, near and far visual acuity, depth perception, color vision sufficient to recognize people, words, and numbers;
- Sufficient mobility to move about, including standing, bending, stooping, kneeling, reaching, pushing/pulling;
- Crawling in confined spaces in buildings;
- Lifting up to twenty-five (25) pounds frequently, fifty (50) pounds on an occasional basis, and in excess of fifty (50) pounds with assistance. The heavy objects to be lifted include personal computers, printers, and related equipment;
- Speaking and hearing ability sufficient to hear over phone and carry on routine conversations See to read manuals, video display screens, and other related material;
- Drive an automobile and transport equipment and documents; Sit for extended periods in a typing position
- Hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key, and other common office equipment for long periods of time.

Work Environment:

The following conditions may be present:

- Work is performed in an office and classroom environments.

Other Requirements:

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable). Must have normal vision, corrected or uncorrected.
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed. Possess reliable transportation.
- Possess laptop computer capable of Ethernet connections to LANs/WANs and routers.

The Geyserville Unified School District is an Equal Opportunity Employer and as such does not discriminate on the basis of race, color, sex, age, religion, national origin, ancestry, disability, veteran status, marital status, or any other status protected by law.