TECHNOLOGY SUPPORT SPECIALIST IV

DEFINITION

Under general supervision, perform advanced duties relating to the installation, maintenance and support of computer networks and related software and hardware at various sites; assess and research District Local Area Network, Wide Area Network, and computer hardware and software needs of departments and school sites; establish additional networks, links, and upgrades; maintain computer data communications networks and perform associated technical and support functions; provide assistance, direction and training to users, TIS staff, and school site staff; work at various sites to troubleshoot problems with servers, network equipment, workstations, printers and software; communicate with District and site support staff on technical issues.

EXAMPLES OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Operates and maintains a variety of equipment including computers, printers, network servers, and other networking equipment.
2. Reviews hardware and software requirements.
3. Responds to hardware and software service requests.
4. Provides project management.
5. Provides leadership to other technology support staff.
6. Installs and performs advanced configuration of Microsoft-based and Apple-based servers.
7. Administrates multi-tier Microsoft-based or Apple-based server infrastructure.
8. Performs advanced installation and configuration of switches including VLAN's, Access Lists, layer 3 functionality, voiceover IP and Quality of Service (QOS).
9. Installs and performs advanced configuration of Cisco routers, radius servers, and firewalls.
10. Troubleshoots and resolves advanced network problems.
11. Installs, configures, and troubleshoots RAID and storage area networks (SAN).
12. Installs and performs advanced configuration of management software including backup software, anti-virus, and various server management utilities.
13. Installs and performs advanced configuration of a multi-tier Microsoft Exchange infrastructure.
14. Installs and performs advanced configuration of technologies including web servers, Internet filters, database servers, wireless networks, and firewalls.
15. Installs and performs advanced configuration of other networked applications.
16. Uses troubleshooting and monitoring tools such as "sniffers," protocol analyzers and performance monitors.
17. Provides technology reviews, written proposals, presentations and technical specifications.
18. Researches and evaluates Local Area Network (LAN) and Wide Area Network (WAN) products and alternatives.
19. Provides technical recommendations in written professional format.
20. Maintains records on all computer installations and technology service requests.
21. Coordinates network data wiring layouts and additions.
22. Requests bids from vendors and works with vendors on software and hardware installations, troubleshooting, administration and maintenance.
23. Creates documentation, manuals and other advanced technical documents.
24. Provides assistance with District technology initiatives as needed.
25. Performs other related duties as required.

QUALIFICATIONS

Knowledge of:

Methods, tools and equipment used in the installation and service of hardware and software; Windows and Macintosh computer operating systems; current computer network technology; basic industry-standard networking principles, theories and practices; advanced understanding of networking protocols, hardware and technology including Ethernet/Fast Ethernet/Gigabit Ethernet, Cisco IOS, Microsoft Active Directory Services; understanding of physical wiring standards including CAT-5 and fiber optics; design of Main Distribution Frame (MDF) and Intermediate Distribution Frame (IDF); LAN and WAN design using all available technologies; firewall and network security; advanced TCP/IP design and configuration; use of network management software;

Ability to:

Install computers, printers and other peripheral devices; install and test software and hardware; install and configure network and server-based application software; research and design server-based solutions including Terminal Services, web-based application services, and other emerging technologies; evaluate and recommend networked applications; provide leadership and support to technology support staff; work closely with the management in long-term plans and strategies; assist with the maintenance and troubleshooting of network hardware and software; adapt to changing technologies and learn functionality of new equipment and systems; communicate clearly and concisely both oral and written; demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers and vendors; learn new skills to keep current with technology changes; instruct others in the use and care of network technology and software; work with limited supervision; multi-task while maintaining patience and flexibility; manage time effectively between multiple sites; understand and carry out oral and written instructions; establish and maintain cooperative working relationships; comply with the District's customer service standards, as outlined in Board policy.

Education/Experience:

Any combination equivalent to: Completion of the 12th grade supplemented by training and/or coursework in computer and network operations. Associates degree preferred but not required; and four years of computer related experience or any combination of experience and coursework in such areas as installation, configuration, troubleshooting, and repair of computer hardware, software and peripheral devices preferably in a networked environment, and at least two years networking experience. MCP/MCSE preferred but not required. CCNA preferred but not required

License/Certificate Requirement:

Possession of a valid California Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate computer equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

7/03
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