

TECHNOLOGY SUPPORT SPECIALIST LEAD

DEFINITION

Under general direction, plan, organize, and manage the District's technology infrastructure, data center, operations and major business application in a complex TCP/IP, Microsoft Windows, and Cisco network. Work closely with management to prioritize daily, short-term, and long-term goals. Designs and installs Local Area Networks (LAN), Wide Area Networks (WAN), and Wireless Local Area Networks (WLAN) and makes recommendations regarding the hardware, software, data circuits and overall configuration. Perform duties relating to the installation, maintenance and support of computer networks and related software and hardware at various sites. 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. 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. Serve as the District's network administrator; manage the development, preparation and issuance of policies and procedures relating to network operations, security and controls such as user access and re-routing; implement new network strategies
2. Test, evaluate, and recommend new and emerging technologies for consideration and adoption into District technology systems; direct the implementation of new technologies and procedures for technology systems
3. Oversee the development and implementation of methods to assure the security and integrity of privileged and sensitive data that is stored and retrieved online including student data, budget, payroll, personnel, and financial information
4. Review critical network system logs; troubleshoot and resolve firewall configuration and performance issues; create and apply new firewall rules or modify existing rules to accomplish new business or instructional requirements
5. Operate and maintain a variety of equipment including computers, printers, network servers, and other networking equipment
6. Review hardware and software requirements
7. Facilitate, assign, and prioritize network and data center level service requests including change management of systems
8. Guide and facilitate staff scheduling, project prioritization, and technical service requests; plan network installation schedules
9. Conducts feasibility studies
10. Coordinates regular project-related meetings with assigned project team
11. Resides on Technology Services leadership team
12. Provide project management and prioritize multiple projects simultaneously
13. Provide technical leadership to other technology support staff
14. Install, configure and administer a multi-tier Microsoft-based infrastructure
15. Advanced installation and configuration of switches including VLAN's, Access Lists, layer 3 functionality, Cisco Voice over IP phone system, troubleshoot and resolve advanced network problems
16. Installation and configuration of RAID and storage area networks (SAN), including backup software, anti-virus, and various server management utilities as well as maintain remote DR site
17. Installation and advanced configuration of technologies including web servers, Internet filters, database servers and firewalls

EXAMPLES OF DUTIES (continued)

18. Installation and advanced configuration of other networked applications, WAN optimization, and bandwidth management
19. Use troubleshooting and monitoring tools such as sniffers, protocol analyzers, and performance monitors
20. Perform legal restores based on chain of custody requirements and record requests.
21. Plan, write, and maintain documentation for data standards, procedures and definitions and application system procedures and guidelines
22. Oversee and review system specifications, bids and Requests for Proposals (RFP) to assure technical requirements and standards are met; make presentations and provide recommendations to management regarding the purchase of new applications and hardware
23. Participate in the preparation of E-Rate proposals to obtain funding for projects; identify scope of proposed work; direct activities to complete scheduled work
24. Operate a variety of office equipment including a computer and assigned software
25. May drive a vehicle to conduct work and visit sites
26. Provide technology reviews, written proposals, presentations and technical specifications
27. Research and evaluate Local Area Network (LAN), Wide Area Network (WAN) and Wireless Local Area Network (WLAN) products and alternatives
28. Provide technical recommendations in written professional format
29. Maintain records and inventory on all computer and network installations and technology service requests
30. Coordination of network data wiring layouts and additions
31. Work with vendors on software and hardware installations, troubleshooting, administration and maintenance
32. Creation of documentation, manuals and other advanced technical documents
33. Provide assistance with District technology initiatives as needed
34. Perform other related functions as assigned
35. May need to be available for after-hours emergencies per the terms of the collective bargaining agreement

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 security, Microsoft Active Directory Services, Dell data center server environment, virtualization technologies; understanding of physical wiring standards including CAT V and fiber optics; design of Main Distribution Frame (MDF) and Intermediate Distribution Frame (IDF); Cisco LAN, WAN and video technology design using all available technologies; expert TCP/IP and wireless 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, design, and configure server-based solutions including Terminal Services, web-based application services, and other emerging technologies; evaluate and recommend networked applications; provide technical 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; follow

written and oral instructions; 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; perform other duties as required. Comply with the District's customer service standards, as outlined in Board Policy.

Education/Experience:

Any combination of education, training, and/or experience within the last three years which demonstrates ability to perform the required duties. A typical qualifying background would include completion of a bachelor of arts/science in computer related discipline or equivalent experience and training and/or five or more years experience at a multi-site enterprise level organization in the maintenance and installation of a Cisco and Microsoft environment. Current certification such as the MCSE and CCNA/CCNP highly desirable but not required. Three years of leadership experience preferred. Experience with Cisco equipment required.

License Requirement:

Possession of a valid California Drivers 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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