CAJON VALLEY UNION SCHOOL DISTRICT
PERSONNEL COMMISSION

Job Class Description

COMPUTER/NETWORK TECHNICIAN II			
DEPARTMENT/SITE:	Information Technology Services	**SALARY SCHEDULE:** **SALARY RANGE:** **WORK YEAR:**	Classified Bargaining Unit 38 per 2023-2024 Schedule 12 Months (260 Days)
REPORTS TO:	Chief Technology Officer or assigned supervisor	**FLSA:**	Non-Exempt

BASIC FUNCTION:
Provide District-wide server administration, and technical and resource services in the installation, configuration, operation, repair, maintenance, troubleshooting, and diagnosis of network servers, computer hardware, peripheral equipment, telecommunication systems, 2-way radio devices, audio/visual systems, PA systems, security cameras (hardware/software), clock systems, marquees, and software for PC's, Apple computers, and/or Chromebooks; install software and establish access rights and security; troubleshoot wireless LAN infrastructure and local and wide area network cabling; diagnose network hardware and peripheral equipment; assist students, faculty, and staff in the proper use and maintenance of equipment; provide user support training and assistance; serve as a technical resource to other department staff. The incumbents in this classification assist in ensuring available, reliable technologies and connectivity that support both educational and school business processes, thereby directly and indirectly supporting student learning.

DISTINGUISHING CHARACTERISTICS:
Computer/Network Technician II class has responsibility for infrastructure (e.g., routers, firewalls, network appliances) and responding to the more technically complex, non-recurring problems occurring within a system-wide network and serves as a technical resource to the department staff. **Help Desk Representative** serves as a first-line technical resource to support requests from computer users. **Help Desk Technician** responds to technical support calls from computer users and attempts to resolve issues remotely before an on-site service visit by a technician. **Computer Support Technician** is entry-level in the series and serves as a first-line, on-site technical assistance to staff. **Computer/Network Technician I** class is assigned the less complex client/server and workstation maintenance and the relatively routine network functions.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:
The following list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all 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.

Provide District-wide server administration, and technical and resource services in the installation, configuration, operation, repair, maintenance, troubleshooting, and diagnosis of network servers, computer hardware, peripheral equipment, telecommunication systems, 2-way radio devices, audio/visual systems, PA systems, security cameras (hardware/software), clock systems, marquees, and software for PC's, Apple computers, and Chromebooks.

Install, service, and perform complex repairs on a variety of computers, networks, and related peripherals including Windows and Apple operating systems and applications.

Assist in the installation, operation, and maintenance of local and wide area networks; install and configure network stations, connect network cards, cables, switches, and other network equipment; provide technical support and analyze symptoms of malfunctions.

Localize, isolate, and diagnose system hardware and software malfunctions; perform appropriate repair or recovery procedures; clean or repair computers affected by viruses or malware; remove unwanted files for computer efficiency or as requested.

Download service patches, security updates, and other appropriate software from the internet and install as necessary; perform backup to storage media as appropriate; archive and restore data as needed.

Responsible for providing technical support, security, maintenance, deployment, and management of mobile devices

Operate a variety of hand and power tools, testing and measuring devices and other technical instruments used in the repair and maintenance of computers and related peripherals.

Drive a vehicle to various sites to conduct work.

Operate lift equipment to access technology.

Provide assistance, information, and technical expertise to students, faculty, and staff regarding the safe and proper operation and maintenance of assigned equipment; set up user access and security rights.

Communicate with staff, vendors, and manufacturers regarding parts, pricing, purchases, and product information; order parts, supplies, and equipment in support of assigned functions; recommend disposal of obsolete equipment.

Maintain, repair, and service computer peripherals including monitors, disk drives, printers, and other equipment.

Maintain a continuing collaborative relationship with users to ensure the implementation and maintenance of systems.

Prepare and maintain a variety of records related to equipment maintenance and repair, inventory control, service manuals and wiring diagrams, software, and licensing agreements; prepare support documentation.

Assist in and troubleshoot network cabling projects and basic network equipment installation such as wiring, conduit, jacks, wall boxes, punch blocks, transceivers, switches, file servers, and network interface cards.

Oversee Mobile Device Management (MDM) Systems; configuration, deployment, and maintenance, and data collection.

Participate in help desk activities as assigned.

Perform classification-related duties as assigned to ensure the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Methods, equipment, and materials used in the installation, maintenance, troubleshooting, and repair of equipment components and Windows, Apple, and Chromebook computers.
Operational capabilities, application software, and limitations of computers and peripheral equipment.
Local area and wide area networks.
Anti-virus programs and safe removal of affected files.
Scripting languages. (e.g. Python, Bash / Shell, PowerShell, AppleScript).
Mobile Device Management Systems.
Installation, maintenance, repair, and inspection of network cabling and hardware.
Network control programs, systems network architecture, and network management.
Oral and written communication skills.
Record-keeping techniques.
Correct English usage, spelling, grammar, and punctuation.
Basic math, including calculations using fractions, percentages, and/or ratios.
Current generation and legacy computer operating and networking systems.

ABILITY TO:
Install, upgrade, and maintain District software applications.
Recognize and diagnose problems in computer and network hardware and software and perform related repairs.
Use service manuals and schematic diagrams to repair assigned equipment and components.
Establish and maintain cooperative and effective working relationships with others.
Communicate with individuals with varying degrees of technical knowledge, skills, and understanding.
Prepare and maintain records and reports.
Operate a variety of hand, power tools, and electronic troubleshooting devices.
Prioritize and schedule work.
Meet schedules and timelines.
Operate in a safe manner boom and scissor lift equipment.
Identify and modify multiple scripting languages. (e.g. Python, Bash / Shell, PowerShell, AppleScript)
Adhere to safety practices.
Compose a variety of documents.
Consider a variety of factors when using equipment.
Interpret, apply, and explain rules, regulations, policies, and procedures related to this assignment.
Maintain current, up-to-date knowledge in the field of expertise.
Plan and manage projects.
Provide technical support assistance to users.
Read and process a variety of manuals, and write documents following prescribed formats.
Set priorities.
Utilize a variety of job-related equipment.
Work effectively, both independently and as a member of a team.

EDUCATION AND EXPERIENCE:
Any combination equivalent to graduation from high school or equivalent and three years of experience in computer, network, and related equipment maintenance and repair, supplemented by specialized training in the field of technology.

LICENSES AND OTHER REQUIREMENTS:
Must possess a valid California driver's license and maintain qualification for automobile insurance coverage.
Driving a vehicle to conduct work.
Applicable PC and Apple certification (e.g. CompTIA A+, N+, Apple Certification).

WORKING CONDITIONS:

ENVIRONMENT:
The job is performed in a generally clean and healthy indoor environment; occasionally outdoors and in confined environments.
Working around students and staff.
Frequent interruptions.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard and other office equipment.
Seeing to read and prepare a variety of materials, view a computer monitor for extended periods of time, and perform assigned activities.
Hearing and speaking to exchange information in person and on the telephone.
Sitting and/or standing for extended periods of time.
Reaching overhead, above the shoulders, and horizontally to retrieve and store files and supplies.
Bending at the waist, kneeling, or crouching to file, shelve, and/or retrieve materials.
Regularly lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds with the use of hand trucks or other equipment.
Climbing ladders and working from heights.

HAZARDS:
Traffic hazards.
Working from heights.
Sharp objects.

CLEARANCES:
Criminal Justice Fingerprint / Background
Tuberculosis
Pre-placement Physical and Drug Screen