

CAJON VALLEY UNION SCHOOL DISTRICT

CLASS TITLE: COMPUTER/NETWORK TECHNICIAN II

BASIC FUNCTION:

Under the direction of the Computer/Network Services Supervisor, 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, and software for both PC's and/or Apple computers; 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 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.

DISTINGUISHING CHARACTERISTICS:

Computer/Network Technician II class has responsibility for infrastructure i.e., routers, firewalls, network appliances, etc., and responds to the more technically complex, non-recurring problems occurring within a system-wide network as well as serves as a technical resource to the Computer/Network Technician I class. **Computer/Network Technician I** is assigned the less complex client/server and workstation maintenance and relatively routine network functions. **Computer Support Technician** serves as a first-line technical resource to staff of at assigned school site.

REPRESENTATIVE DUTIES:

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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, and software for both PC's and/or Apple computers.

Install, service and perform complex repair 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, hubs 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, updates and other appropriate software from the internet and install as necessary; backup software disks as appropriate; archive and restore data as needed.

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.

Provide assistance, information and technical expertise to 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, tape drives, printers, and other equipment.

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, hubs, switches, file servers and network interface cards.

OTHER DUTIES:

Participate in help desk activities as assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Methods, equipment and materials used in the installation, maintenance and troubleshooting and repair of equipment components and Windows and Apple computers.

Operational capabilities and limitations of computers and peripheral equipment.

Theory of operation for computers, peripheral equipment, operating systems and application software.

Local area and wide area networks.

Anti-virus programs and safe removal of affected files.

Installation, maintenance, repair and inspection of network cabling and hardware.

Network control programs, systems network architecture and network management.

Oral and written communication skills.

Interpersonal skills including tact, patience and courtesy.

Record-keeping techniques.

Applicable safety rules and regulations.

ABILITY TO:

Install, upgrade and maintain District software applications.

Recognize and diagnose problems in computer and network hardware and software and perform related repairs.

Interpret user and equipment manual in lay terms.

Use service manuals and schematic diagrams to repair assigned equipment and components.

Establish and maintain cooperative and effective working relationships with others.

Communicate effectively both orally and in writing.

Prepare and maintain records and reports.

Operate a variety of hand and power tools.

Prioritize and schedule work.

Meet schedules and time lines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school or equivalent and three years' experience in computer, network and related equipment maintenance and repair, supplemented by specialized training in server administration.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

Maintain qualification for automobile insurance coverage. May require using a personal vehicle to perform job responsibilities.

Appropriate PC and Apple certification.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.

Driving a personal/district vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person and on the telephone.

Dexterity of hands and fingers to operate computer keyboard and equipment.

Seeing to perform assigned activities.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.

Reaching overhead, above the shoulders and horizontally.

Lifting, carrying, pushing or pulling up to 50 pounds and occasionally lift and/or move up to 100 pounds.

CLEARANCES:

Criminal Justice Fingerprint /Background

Tuberculosis

Pre-placement Physical and Drug Screen