job description

BOARD OF EDUCATION
DENVILLE

Position:	Network Technician/Support Specialist
Responsible to:	Manager of Technology

Qualifications:

1. Two Years of College or Technical School or equivalent background

2. Experience with Windows 7

3. Familiarity with Server 2008, SQL, IIS and ISA Server

4. A+ or MCSE Certification

5. Required Drug Test, Criminal History Background Check, and Proof of U.S. Citizenship or Legal Resident Alien Status

Terms of Employment: 12 Months

Goal:

1. To ensure the proper functioning of technology within the district, to include networking, telecommunications, hardware, and software resources

2. To be responsible for the setup, upgrade and preventive maintenance and repair of all computer hardware and software in the district

3. To assist with configuration of equipment and network systems

Duties and Responsibilities:

1. Maintain Web basedWork Order logs and respond to written Technology request forms for phone and computer related problems.
2. Install software, service packs, configure desktops.
3. Work with vendors on repairs to insure quality and complete online status
4. Insure network servers are backed up according to disaster recovery plan
5. Install and troubleshoot problems with printers and peripherals
6. Resolve software and hardware configuration and compatibility problems

7.   Maintain restore capability for alternative images and restore for all standard configurations.
8.   Respond to Helpdesk requests to resolve problems
9.   Maintain standard software and install shares on servers including Zero Administration Kits for rollouts of new configurations
10. Prepare SMDR reports for phone usage monthly
11. Maintain network inventory including Network Name, MAC address, and Serial Number of all PCs, printers, Smart Boards, Projectors towers, switches hubs, routers, phone switch equipment, and voicemail equipment.
12. Perform required maintenance for E-mail Web and ISA including backups and configuration changes
13. Write purchase orders – follow up on delivery and install of all PCs, Laptops, Projectors, Smart Boards and peripherals.
14. Maintain Voicemail system backups
15. Help with configuration and maintenance of computer labs in Libraries, Science, Computer, Technology, and Music areas.
16. Other duties as specified by manager of Technology

Adopted: June 1, 2009

Revised: July 29, 2013