



NETWORK TECHNICIAN

Purpose Statement

The job of Network Technician was established to support a group of area school buildings and their personnel for the purpose/s of installing, troubleshooting and maintaining computer hardware, telecommunication, audio visual, peripheral equipment and video security; diagnosing and repairing hardware; providing technical support to site administrators; and resolving school site operational issues.

This job reports to the Technical Support Supervisor.

Essential Functions

- Attends school site and departmental meetings for the purpose of providing and/or gathering information relating to job functions.
- Coordinates repair work schedules with site personnel for the purpose of minimizing disruption of services and/or inconvenience.
- Diagnosis equipment failures with computer, network, and instructional media equipment for the purpose of identifying needed repairs and/or ensuring equipment is in proper working order.
- Installs computer hardware, peripherals, instructional media equipment, security cameras, application software, etc. at individual school buildings.
- Maintains electronic documents, files and records (e.g. work order logs, inventory, etc.) for the purpose of documenting activities, conveying information and/or providing an up-to-date reference and audit trail.
- Orders parts for the purpose of maintaining inventory and ensuring availability of items as needed.
- Prepares electronic materials and communication (e.g. status reports, instructions, user guides, etc.) for the purpose of documenting activities.
- Repairs computers, peripherals, and instructional media equipment (e.g. phone systems, projectors, video cameras/recorders, document cameras, interactive LCD panels, etc.) for the purpose of maintaining equipment in a safe and functional operating condition.
- Researches a variety of topics for the purpose of maintaining confidence in decision making and ongoing education.
- Responds to a variety of questions from school administrators, teachers and other staff, for the purpose of providing information, guidance or referral.
- Transports supplies and equipment to a variety of sites for the purpose of ensuring the availability of items.
- Tutors school site staff on a variety of hardware operations (e.g. e-mail, computer lab usage, productivity applications, etc.) for the purpose of providing ongoing support and maximizing the capabilities of assigned staff.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.



Williamson County Schools

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Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: utilizing diagnostic tools; adhering to safety practices; and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: office application software; current and legacy computer operating systems (multi-platform); maintenance and repair of computers, chrome books, iPads, printers, LCD touch panels, projectors, instructional media equipment; etc.

ABILITY is required to schedule activities and/or meetings; collate data; and use basic, job-related equipment. Flexibility is required to work with others in a variety of circumstances; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving is moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; establishing effective working relationships; displaying technical aptitude; communicating with technologically diverse groups; being attentive to detail; and working under time constraints.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods. Utilization of resources from other work units may be required to perform the job's functions.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. The job is performed under conditions with exposure to risk of injury and/or illness and in a clean atmosphere.

EXPERIENCE: Job related experience is preferred.

EDUCATION: High School diploma or equivalent.
College Degree is preferred.

EQUIVALENCY: None Specified



REQUIRED TESTING:

CERTIFICATES & LICENSES:

FLSA STATUS:

Valid Driver's License & Evidence of Insurability
A+ Certification is preferred

Non Exempt

CONTINUING EDUCATION / TRAINING:

CLEARANCES:

SALARY GRADE:

Criminal Justice Fingerprint/Background Clearance

Classified

Pursuant to the Williamson County Board of Education's policy of equal opportunity employment, Williamson County Schools does not discriminate on the basis of race, color, religion, age, sex, national origin, disability status, genetic information, pregnancy, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.