

SCHOOL DISTRICT OF ESCAMBIA COUNTY

JOB DESCRIPTION

TECHNICIAN I – SYSTEMS SUPPORT

QUALIFICATIONS:

- (1) Bachelor's Degree in Computer Systems, Computer Technology, Engineering Technology or related technical degree from an accredited educational institution.
- (2) Minimum of two (2) years experience in several of the following areas:
 - Data Communications
 - Distributed Processing
 - Intel-compatible / Macintosh Computer Operations
 - Analysis and Maintenance of Network Infrastructure, including Cabling
 - Computer Programming
 - Installation and Networking of Intel-compatible / Macintosh Computers and peripherals
 - Network Administration
- (3) Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of Networking Systems, including Local Area Network (LAN), Wide Area Network (WAN), Ethernet and Token-Ring cabling systems. Skill in the use of LAN cable test equipment, multi-meters and network analysis utilities. Knowledge and experience with operating systems, desktop workstations, networks, printers and servers. Ability to plan, organize and prioritize activities. Ability to communicate effectively, both orally and in writing.

REPORTS TO:

Director II – Systems Support

JOB GOAL

To support, maintain and troubleshoot user computer systems, network equipment, multiple operating systems and software packages and related communications equipment within the District's Wide Area Network (WAN) and Local Area Networks (LANs).

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- * (1) Support and maintain WAN / LAN operations, including network servers, network communications equipment, desktop workstations and peripherals.
- * (2) Assess hardware and software problems and respond as required.

TECHNICIAN I – SYSTEMS SUPPORT (Continued)

- * (3) Implement and maintain a user friendly workstation environment.
- * (4) Ensure network connectivity.
- * (5) Provide support for users as required.
- * (6) Oversee various District-wide projects as assigned.
- * (7) Ensure procedures are in place for systems backup as needed.
- * (8) Assist with equipment recommendations and pricing as requested.
- * (9) Provide knowledge and assistance to other Technician I – Systems Support.
- * (10) Plan and carry out work orders and projects according to set procedures.
- * (11) Maintain the standards and guidelines of the Electronics Industry Alliance (EIA), Telecommunications Industry Association (TIA) and Institute of Electrical and Electronics Engineers (IEEE).

Inter / Intra-Agency Communication and Delivery

- * (12) Work closely with District and school staffs to support school initiatives and processes.
- * (13) Disseminate information to appropriate personnel in a timely manner.
- * (14) Respond to inquiries and concerns in a timely manner.
- * (15) Keep supervisor informed of potential problems or unusual events.

Professional Growth and Improvement

- * (16) Keep well informed about current trends and best practices in areas of responsibility.
- * (17) Maintain expertise in assigned areas to fulfill department goals and objectives.
- * (18) Promote and support professional growth for self and others.
- * (19) Maintain a network of peer contacts through professional organizations.
- * (20) Develop annual goals and objectives consistent with and in support of District goals and priorities.
- * (21) Attend training sessions, conferences and workshops to keep abreast of current practices and programs.

Employee Qualities / Responsibilities

- * (22) Demonstrate initiative in the performance of assigned responsibilities.
- * (23) Provide for a safe and secure workplace.
- * (24) Model and maintain high ethical standards.
- * (25) Follow attendance, punctuality and proper dress rules.
- * (26) Maintain confidentiality regarding school matters.
- * (27) Maintain positive relationships with staff and vendors.
- * (28) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.

System Support

- * (29) Prepare or oversee the preparation of all required reports and maintain appropriate records.
- * (30) Follow all School Board policies, rules and regulations.
- * (31) Exhibit interpersonal skills to work as an effective team member.
- * (32) Demonstrate support for the School District and its goals and priorities.
- (33) Perform other incidental tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

TECHNICIAN I – SYSTEMS SUPPORT (Continued)

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 12

*Essential Performance Responsibilities

Pay Grade 11 – Professional Salary Schedule

Date of Board Approval: August 21, 2001

Date of Revision: October 22, 2002