LA MESA-SPRING VALLEY SCHOOLS

CLASS TITLE: NETWORK ADMINISTRATOR

BASIC FUNCTION:
Under the direction of the Director, Information Technology, maintains operating systems and equipment in support of administrative staff, district office, and operations center; troubleshoots, diagnoses and repairs malfunctions of hardware and software applications; provides training on basic operating procedures; performs administration on the District Local Area Network, associated network equipment, peripherals and the District's VoIP phone system.

REPRESENTATIVE DUTIES:
ESSENTIAL DUTIES:
Assists in the evaluation and selection of new technology equipment, in coordination with overall district technology plans and goals. Communicates with various personnel, departments, school sites and outside contacts including vendors to exchange information and resolve issues or concenrs; collaborates with various school site and District personnel in order to set priorities, schedule items and coordinate work activities.

Installs assigned computer hardware, peripherals and application software including service packs, application software, operating software, hardware upgrades; assists with maintaining safe and effective operations for various sites including district office and operations center.

Installs, configures, maintains, and supports the District VoIP phone system and voicemail; works with Network Engineers on infrastructure changes including SIP/T1/PRI/POTS lines, other voice cabling systems, circuits, and equipment.

Installs data cables as needed or coordinates cabling vendors, outside contractors and maintenance department for installation.

Maintains current knowledge of technological advances and industry trends.

Maintains District telecommunications services as assigned by the position; troubleshoots telephone, intercom, paging and VOIP systems in accordance with established policies and procedures; assures availability and effectiveness of related telecommunications functions.

Maintains inventory of supplies and equipment as assigned and assures availability of required items; maintains complete inventory and related records for equipment as assigned; prepares new equipment to be distributed to staff accordingly.

Maintains workstations and site based server functionality; performs various duties including installing patches and upgrades, servers and images as assigned to assure availability of desktop and server functionality for all assigned users utilizing assigned operating systems.

Operates a variety of job-related equipment and office equipment including test equipment, hand tools, external drives, routers, cables, servers, a computer and assigned software; drives a vehicle to conduct work.

Oversees site data security and backup/recovery procedures as assigned to assure data availability and access by only authorized users.

Performs repairs on a variety of site based computers, peripherals and assigned electronic equipment; troubleshoots and resolves software and hardware related problems; establishes the need for repair including transporting, ordering new parts, warranty, and replacement.

Performs various duties to maintain operating systems and equipment in support of administrative staff, district office staff, and operations center; troubleshoots, diagnoses and repairs malfunctions of hardware and software applications including computers, tablets, applications, protocols, printers, phones and cables; determines appropriate actions to maintain operations or to send to auction according to established procedures.

Prepares and maintains a variety of manual and electronic files, records and documentation related to assigned activities including equipment inventory, licenses, work logs and user login information.

Provides training to instructional users on basic operating procedures; responds to requests for help, repairs, training and upgrades by telephone, e-mail or work order system accordingly; provides information, schedules appointments, confirms problem resolutions and refers issues to appropriate parties as needed.

Reports violations of the District technology policies for the purpose of maintaining network security, hardware integrity, adherence to copyright laws, and student safety.

OTHER DUTIES:
Attends and participates in meetings, in-service trainings, workshops and conferences.
Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
Applicable safety requirements and practices.
Assigned operating systems including Windows and network system.
Basic understanding of VoIP.

Computer hardware systems, software applications and languages utilized.
Ethernet cabling standards and connectivity.
Experience with provisioning and connecting VoIP phones.
Inventory methods and practices.
Laws, rules and regulations related to assigned activities.
Materials, methods and tools used in the operation and repair of computer and network systems.
Oral and written communication skills.
Proper methods of storing equipment, materials and supplies.
Record-keeping techniques.
Technical aspects of field of specialty.
Telecommunications systems in an enterprise networked environment over T-1/PRI and SIP circuits.
Troubleshooting methods.
Various network typologies and protocols and TCP/IP.
Windows connectivity in a Windows active directory environment.

ABILITY TO:
Communicate effectively both orally and in writing.
Maintain records and documents.
Make routine equipment adjustments and perform routine maintenance.
Meet schedules and timelines
Observe and adhere to applicable safety procedures.
Operate a vehicle to conduct work.
Perform skilled work to maintain operating systems and equipment.
Prioritize and schedule work.
Provide technical assistance to computer systems users.
Provide training to users on basic operating procedures.
Troubleshoot and repair hardware and software malfunctions and maintain system operation.
Work cooperatively with others.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: graduation from high school or equivalent GED supplemented by college-level course work in computer science or related field and two years of experience installing, repairing and troubleshooting computer hardware and software. Familiarity regarding networking and Voice over IP is desirable. Familiarity with Cisco VoIP solutions and Network+ is preferred.

LICENSES AND OTHER REQUIREMENTS:
Successful passage of the District's job-related proficiency test.
Valid California Class C Driver's License and evidence of insurability.

WORKING CONDITIONS:
ENVIRONMENT:
Driving a vehicle to conduct work.
Office and indoor environment.

PHYSICAL DEMANDS:
Bending at the waist, kneeling or crouching.
Climbing ladders and working from heights.
Dexterity of hands and fingers to operate computer keyboards and other assigned equipment.
Lifting, carrying, pushing and pulling moderately heavy objects.
Reaching overhead, above the shoulders and horizontally.
Seeing to perform computer repair duties.
Sitting or standing for extended periods of time.

HAZARDS:
Traffic hazards.
Working at heights.
Working in tight spaces.

FLSA Status	**Approval Date**
Non Exempt	2/18/20