School District of Santa Rosa County
Job Description

Network Support Technician

Reports to: Computer Support Supervisor	**FLSA Status:** Non-Exempt
Department: Technical Support Annex	**Prepared by:** Human Resources
Date: June 22, 2017	**Job Code:** 11040
Position #: 44228	**Range:** 21

Principal Duties and Responsibilities (Essential Functions):

Essential functions are fundamental job duties. They do not include marginal tasks which are also performed but are incidental to the primary functions. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position, nor does every position allocated to the class necessarily perform every duty listed.

Personal characteristics required of all employees such as honesty, industry, sobriety and the ability to get along with others, are presumed qualities and may not be listed specifically.

- Support and maintain copper, fiber and wireless based Ethernet networks:
- Configure Ethernet network switches, wireless access points and wireless sensors;
- Troubleshoot and repair complex Ethernet network problems;
- Troubleshoot and repair complex wireless network problems;
- Troubleshoot school network problems;
- Maintain detailed Visio diagrams of network switches and wireless equipment;
- Represent the school at appropriate technology-related activities;
- Work closely with the school technology team in assessing the school's technology needs;
- Assist in the preparation of orders for new network equipment, software and technology;
- Provide assistance to District support staff on adopted network hardware and software;
- Performs related duties as required or assigned.

Supervision Received:
Computer Support Supervisor

Supervision Exercised:
None

Minimum Qualifications & Skills Required:
- Graduation from high school or GED.
- Two (2) years of college level **or** technical courses in computer/network repair, **or** A+/Network+ certification.
- Six (6) years Computer/Network Support experience. **(Replaces: Four(4) years as a Computer Support Technician.)
- Experience in MS Visio software.
- Florida driver's license.

Preferred:
Recognize problem symptoms and determine appropriate repair actions; operate test and repair equipment such as Network Testers; Ethernet Network design. Attain a Class C Commercial License.

Physical Demands:
Heavy and moderate lifting, and carrying equipment weighting up to 50 pounds; reaching above shoulder; manual dexterity for testing equipment; good vision; distinguish basic colors; good hearing; walking; standing; bending; stooping. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Terms of Employment:
Approved Compensation Plan
Educational Support Salary Schedule

Conclusion:
This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. However, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, and responsibilities or working conditions associated with the position.