

**BOISE SCHOOL DISTRICT**  
**CLASS SPECIFICATION**  
**NETWORK SYSTEMS TECHNICIAN**

**Purpose of Class**

Provides technical support to design, configure, install, administer, maintain and support specialized configurations for the District's network system, including e-mail, transportation systems, phones, voice messaging and others; performs related work as required.

**Primary Function**

The principal function of an employee in this class is to perform a variety of technical tasks to ensure efficient operation and maintenance of District-wide computer network systems and web servers related to specialized functions. The work is performed under the general supervision of a Project Leader. The Network Systems Technician works with latitude for the exercise of independent judgment and initiative in accomplishing work to operate and maintain assigned network systems. The principal duties of this class are performed in a general office and classroom environment. Driving to and from various district locations is required.

**Essential Duties and Responsibilities (will vary by assignment)**

- Plan, design, implement, configure, administer and maintain District-wide networks and related components, including phone, voice messaging, e-mail, transportation or others;
- Install and maintain vendor-provided software, analyze network traffic patterns, logical segmentation, routing and security foundations;
- Support installation and configuration of virus filters, storage area networks and web servers;
- Create and maintain user accounts for email access, voice messaging, phones, etc.;
- Manage and maintain local and remote printing sessions;
- Troubleshoot and resolve problems related to network connectivity, hardware or software;
- Administer and maintain domain and site networks including server hardware setup, installation and update of the operating systems, standardized implementation, daily monitoring and troubleshooting of software and hardware problems;
- Research, test and implement system updates and/or revisions to maintain system efficiency and functionality;
- Analyze system logs and files to monitor and improve system performance;
- Provide site and individual training on specialized systems;
- Maintain vendor contact;
- Provide technical assistance and support for end user devices;
- Ensure individual school network servers, workstations, and related systems, hardware, and software applications and programs are functioning properly;
- Serves as Site Support Specialist for assigned schools;
- Perform all work duties and activities in accordance with District policies, procedures, and safety practices.

**Other Duties and Responsibilities**

- May rotate on and off the District's Help Desk;
- May perform other special projects related to systems technology;
- Performs other related duties as required.

## **Competency Requirements:**

Knowledge of:

- Cisco Technologies;
- Novell and Windows operating systems;
- IP based connectivity and design;
- Principles of network communications, protocols, topologies and security;
- Design and modeling techniques for the development and operation of local and wide-area networks;
- Rack mounted servers running RAID configurations;
- Storage Area Network devices and backup software;
- Personal computer hardware and software, operating systems, networking and server systems, and related systems;
- Installation, operation, maintenance, and repair of operating systems, networks and programs on personal computers;
- System administration, user configuration, file and application management, and printer set up.

Ability to:

- Design, configure, install, administer, maintain and support specialized district-wide networks such as email, voice messaging, phones, etc.;
- Develop and recommend cost effective technical system improvements;
- Provide site specific support for hardware and software;
- Communicate effectively, both verbally and in writing;
- Establish priorities and work within time constraints and deadlines;
- Operate a personal computer and use program applications appropriate to assigned duties;
- Operate a motor vehicle;
- Follow written and oral instructions;
- Communicate effectively and establish working relationships with users, other employees, administrators, and the public;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Work independently, with minimal supervision, and make appropriate decisions in the absence of a supervisor;
- Maintain office, school, and individual confidentiality.

## **Acceptable Experience and Training**

- Bachelor's Degree in Computer Science or other major related to computer networking; and
- Two (2) years of Network experience is required, with related Network Certifications preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform as an effective and competent Network Systems Technician.

## **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to understand verbal instructions and to communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions; troubleshoot and install computer systems and equipment, and organize documents and materials;

- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, repair and maintain computer systems and related equipment and to operate a motor vehicle;
- Sufficient personal mobility, flexibility, and balance, with or without reasonable accommodation, which permits the employee to work in various office/school locations with computer equipment, lifting or moving objects that weigh up to 50 lbs.
- Job tasks may require, with or without reasonable accommodation, climbing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping and repetitive motions.