



TULSA PUBLIC SCHOOLS

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Job Description

Job Title: Certified Network Professional

Reports to: Administration Manager – Initiatives Management
Department: Information Systems Services
Compensation: P/T 6
Number of Days: 12 Months
Overtime Status: Exempt
Date Job Revised: January 14, 2008

Position Summary:

- Perform network support tasks including switches and routers, PDAs, network hardware/software support (break fix, deployment and maintenance), network monitoring, MDF/IDF maintenance and support, PC image support and other duties as assigned.

Minimum Qualifications/Job Requirements:

Education:

- High School diploma required, college degree preferred. At least three years experience with network and/or desktop support required.

Specialized Knowledge, Licenses, etc:

- Must have extensive knowledge in areas of a Microsoft Windows desktop environment and working knowledge of Microsoft Networking environment and/or Data Engineering.
- Microsoft MCSE and/or data engineering certification (Cisco, Nortel, etc.) required.

Experience:

- Experience in supporting network and/or desktop environments. This includes both hardware and software support and troubleshooting.

Physical Requirements (If Applicable):

- Must be able to lift 50 lbs.

Other:

- Ability to communicate and interact effectively with peers and all levels of organization structure.
- Proven skills to work in team environment.
- Communicate effectively with Network Engineers regarding solutions/ideas in resolving day to day network issues.
- Document processes in conjunction with software and operating systems pertaining to troubleshooting and repair.

Customer Contacts (Internal and External):

- Administrators, principals, teachers, support personnel
- Vendors and suppliers

Essential Job Functions:

- Provide hardware/software support to servers, switches and routers as appropriate
- Work as part of the Network Operations team: responsible for monitoring, uptime, performance, security, and after hours support. Ability to identify technical issues, and resolve or escalate them as appropriate.
- Provide help desk/work order support as assigned.
- Other task as assigned.