



Job Title: Network Technician

Department: Information Technology
Reports To: Client Services Manager
Grade: TS-11
Number of Days: 12 Months
Security Access: Mason Education Service Center and Maintenance
Current Date: June 20, 2017
Overtime Status: Non-Exempt

Position Summary: Provide technical expertise in supporting the Information Technology (IT) infrastructure, systems and services for the TPS school District. Ensure existing IT systems meet or exceed performance targets, leverage existing vendor relationships to ensure TPS school District technology roadmaps are current and relevant to achieving District goals.

Minimum Qualifications:

- CCNA or related experience of 3 years
- N+ Certification (Comp TIA) or equivalent experience.
- Microsoft server or related experience of 3 years.
- 3 yrs. experience with TIA cabling standards & procedures required (Cat 5E/6, Fiber).
- 3 yrs. VoIP hardware & software configuration preferred.
- High School diploma or GED equivalent.

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Complete work order assignments as defined by the Network Lead Supervisor.
- Work closely with vendors as needed.
- Network Hardware/Software (Installation & Maintenance).
- Network Cabling Infrastructure (Installation & Maintenance).
- Network Engineering Team Support.
- Provide after-hours support for essential network equipment.

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Strong problem-solving and analytical skills.
- Ability to communicate effectively, calmly, and patiently with both technical and non- technical audiences.

- Ability to quickly respond to events in a fast-paced environment and manage problem escalation when required.
- Document processes in conjunction with software and operating systems pertaining to troubleshooting and repair.

Supervisory Responsibility:

- None

Working Conditions: Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Performs work in an office environment in which there is minimal exposure to unpleasant and/or hazardous working conditions.
- Normal business hours.

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