



**Job Title:** Network Technician

**Department:** Information Technology

**Reports To:** Client Services Manager

**Grade:** CA-14

**Number of Days:** 12 Months

**Security Access:** Mason Education Service Center and Maintenance

**Current Date:** November 11, 2015

**Overtime Status:** Non-Exempt

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**Position Summary:** Provides daily field support for network applications.

**Minimum Qualifications:**

- 2 years' experience with Microsoft Office (Excel, Word, Outlook....)
- 2 years' experience with Microsoft Operating Systems (XP, Win7, Win8, Win10.....)
- A+ Certification (Comp TIA) or equivalent
- N+ Certification (Comp TIA) or equivalent
- 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.
- Work closely with vendors as needed.
- Network Hardware/Software (Installation & Maintenance).
- Network Cabling Infrastructure (Installation & Maintenance).
- Network Engineering Team Support.

**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.

**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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