

**KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED JULY 2001
RANGE: 51.0
TECHNICAL/SPECIALIST SERVICES SERIES
CLASSIFIED
CODE: 2**

**CSIS NETWORK SUPPORT TECHNICIAN
(California School Information Services)**

DEFINITION

Under general supervision, execute tasks supporting the operation of a wide area network supporting program needs of both internal staff and external clients, and a local area network supporting internal staff.

The CSIS Network Support Technician will perform technical and procedural efforts that establish, document and carry out detailed services critical to CSIS program participants.

The CSIS Network Support Technician is expected to assist CSIS technical staff in planning and operational strategies for both wide area and local area networks.

EXAMPLES OF DUTIES

Systems analysis for networking needs, and engineering of both wide and local networks supporting program needs;

assist in planning, implement and maintain host services such as domain name servers, e-mail servers, secure HTTP servers, newsgroup and list servers, and other forms of data communications;

be knowledgeable of, implement and monitor measures of operational efficiency effectiveness of network and services;

assist in planning, recommend and implement hardware including computer platforms for services, routers, hubs, and switches;

assist in planning, recommend and implement software and hardware solutions for firewalls and advanced security measures;

provide and perform necessary systems management functions including adding and deleting accounts for users, and group access to the network;

participate in training of internal program staff and staffs of other agencies as directed;

monitor for and provide timely and accurate reporting of network issues to internal management, and as directed to key stakeholders and other entities;

document, report and follow-up with software and hardware vendors regarding problems with and enhancements of or modification to their products;

serve as a cooperative and contributing member of the program team;

complete other duties as assigned.

QUALIFICATIONS

Knowledge of:

In depth knowledge of network topologies and technologies typically employed in local and wide area networks;

capabilities, capacities and limitations of computer hardware and communications devices including routers, switches, concentrators, and wiring;

advanced principles, practices and trends in networking technology, and of internet based systems issues and concepts;

both analog and digital data communications protocols is mandatory.

Ability to:

Proven ability to effectively work on concurrent tasks and with multiple entities;

work with formal organizational structures as well as with flexible teams;

build and manage constructive inter-personal relationships;

excellent written and verbal communications skills.

Experience:

A minimum of two years combined experience in designing for, development of, implementing and managing local and wide area network services are necessary.

Two or more years of communications technology assignments in a Windows NT environment are necessary.

A minimum of one year experience using and maintaining Internet Protocol (IP) addressing and subnet masking is necessary.

Demonstrable progress in job assignments is expected.

Desirable experience includes:

Administration of Windows 2000 Server in a pure TCP/IP environment, including support for laptops and legacy Windows systems.

Experience in the configuration and management of host services including HTTP, SMTP is highly desirable.

A minimum of two years of hands-on experience with the configuration and maintenance of routers is desirable.

Experience in telephony is desirable.

Project management experience is desirable.

Experience in a service-oriented, Management Information Systems (MIS) or Information Technologies (IT) environment is desirable.

Education:

Requires graduation from an accredited two-year college with a concentration in computer science, information technologies, or a related field.

Work experience resulting in an equivalent knowledge base may be substituted for the major requirement.

Technical training and extensive work experience in the technologies previously indicated may be substituted for the degree requirement.

Some positions may require proof of privately owned automobile insurance and possess a valid California Motor Vehicle operator's license.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

This position has a probationary period of six months or 130 days, whichever is longer.

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