

HARLEM CONSOLIDATED SCHOOL DISTRICT #122

Job Description

Network Support Technician

Supervisor: Director of Information
Technology

FLSA Status: Non-Exempt **Employee Group:** At-Will

Qualifications:

1. Associate's Degree in Information Technology/Computer Science, or equivalent work experience
2. Minimum of three (3) years working in an information technology infrastructure environment
3. Knowledge and experience with network routing/switching, and all aspects of data communications
4. Knowledge and experience with enterprise wireless networking
5. Knowledge and experience with firewall and endpoint security solutions and strategies
6. Knowledge and experience with Microsoft Server technologies

Terms of Employment:

- Twelve (12) Month (year to year) Contract
- On-call to address technology emergencies. Night, weekend and holiday work may be required.

Responsibilities:

1. Actively support the mission of the school and district.
2. Utilize conscious engagement regarding equity, diversity and inclusion.
3. Represent the Harlem Consolidated School District in a professional manner.

Duties:

1. Responsible for the implementation and maintenance of all district networking and endpoint security resources.
2. Perform network and security device updating, configuration, backup and troubleshooting.
3. Monitor and maintain district LAN (wired and wireless), WAN and Internet access and work with service provider to upgrade, maintain or repair access.
4. Monitor and maintain district security camera infrastructure.
5. Monitor and maintain district telephone system.
6. Create and maintain workstation/laptop operating system images.
7. Provide back-up operational coverage for the System Administrator and assist IT support team with daily duties and escalated problem tickets.
8. Create, maintain, and update technical documentation specific to your job.
9. In cooperation with the Director of Information Technology, make network selections and design upgrades for reliability, scalability, and performance.
10. Provide input into the development and revision of district technology policies and procedures.
11. Keep current with best practices and requirements as they relate to your job assignment.

12. Perform such other job related duties and assume such other professional responsibilities as your supervisor may from time to time assign or delegate.

The mission of the Harlem Consolidated School District, as a vital part of the community, is to help diverse learners realize their unlimited potential by providing an educational program dedicated to academic excellence and the development of strong character in a safe and respectful learning environment.