

**TITLE:** Network Support Technician

**DEPARTMENT:** Information Technology

**REPORTS TO:** Director of IT Infrastructure

**POSITION SUMMARY:** Under the direction of the Director of IT Infrastructure, provide intermediate-level support for network related systems, including Cisco switching technologies. This position requires knowledge of District procedures and policies, the ability to assume responsibility and work effectively under pressure while maintaining confidentiality, and the demonstration of strong interpersonal skills.

**ESSENTIAL FUNCTIONS:**

- Provide intermediate-level support for network related systems including but not limited to routers, switches, fiber-optic transceivers, voice gateways, and related equipment.
- Install, configure, and maintain Cisco local area networks (LAN) switches, including configuring VLAN's, QOS for VoIP.
- Design and upgrade of LANs.
- Develop and maintain ISD network diagrams and configuration documentation for each facility and site.
- Troubleshoot all connectivity problems on LAN/WAN, including computers, printers, and peripheral devices as appropriate.
- Provide support for district iPad configuration.
- Research, test, and evaluate new emerging technologies to provide continual advancement in technology to the district.
- Support school Technology Specialists on projects.
- Provide ancillary technology support of Administration building, Transportation Department, and May Valley Service Center.
- Provide user technical support in the use of hardware and software and utilities for a wide range of use by both students and staff as needed.
- Provide regular feedback with suggested plans for amelioration of any targeted areas of concern to the Director of IT Infrastructure and other stakeholders as required.
- Meet the ISD Ed Tech Customer Service Goals by:
  - Listening and speaking with courtesy, patience, and respect to the user referring the issue.
  - Communicating an estimate of the timeline for repair or solution of the issue to the user
  - After completion, communicating with the user to be sure the solution was effective.
- Must be able to flex schedule to include some evening and weekend hours at the direction of the Director in order to meet project and maintenance needs; schedule will be reviewed quarterly
- Attend and participate in district technology specialist training and other technology meetings.
- The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; significant fine finger dexterity; and getting on a ladder.
- Possess knowledge of and adhere to Governing Policies and District Regulations and Procedures.
- Participate in special projects as assigned and perform related duties and key responsibilities consistent with the scope and intent of the position.

**QUALIFICATIONS:**

**EXPERIENCE:** Experience working in an environment providing technical support for commonly used technology such as in descriptions above. Further, the individual will possess the:

- Ability to work independently, take initiative, organize projects and details, and make decisions efficaciously;
- Ability to communicate technical information effectively in a pleasant, tactful and professional manner; and the
- Ability to work cooperatively with diverse persons toward common goals.

**EDUCATION:** High School Diploma or equivalent with at least one relevant technical certification. AA in computer science or related technology preferred.

ISSAQUAH SCHOOL DISTRICT JOB DESCRIPTION

**CONTINUING EDUCATION/TRAINING:** Valid WA State driver’s license and appropriate insurance required. Must be willing to attend training in order to remain current with developments in the field of technology systems and to maintain strong knowledge of computer technology and technology infrastructure.

**CERTIFICATES & LICENSES:** At least one (1) relevant technical certification.

**REQUIRED TESTING:** None Specified

**CLEARANCES:** Criminal Justice Fingerprint/Background Clearance

**FLSA Status:** Exempt

**BARGAINING UNIT:** Unrepresented

*I have reviewed the job description, been allowed to ask questions, and can perform all job required Essential Functions with or without an accommodation(s).*

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Name (sign)

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Name (print)

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Date