KERN COUNTY SUPERINTENDENT OF SCHOOLS
REVISED/APPROVED OCTOBER 2019
RANGE: 51.0
CLASSIFIED
CODE: 2

<center>

CSIS NETWORK SUPPORT TECHNICIAN
(California School Information Services)

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

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 local area networks.

EXAMPLES OF DUTIES
Assist in planning, implementing and maintenance of network services;

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;

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:
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.

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 (2) years of combined experience in designing for, development of, implementing and managing local and wide area network services are necessary.

Two (2) or more years of communications technology assignments in a Windows environment are necessary.

A minimum of one year of 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 Server in a pure TCP/IP environment, including support for laptops and legacy Windows systems.

A minimum of two (2) years of hands-on experience with the configuration and maintenance of switches 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:
Graduation from an accredited two-year college with a concentration in computer science, information technologies, or a related field required.

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.

Conditions of employment:
Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

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.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

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