



Position Title: **Technology Systems Analyst**

Department: Technology

Reports To: Technology Director

SUMMARY: This position is responsible for the maintenance and operation of the District LAN including servers, networking equipment, and all other devices and infrastructure designed to ensure the stable, prompt delivery of technology services.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Other duties may be assigned.

1. Identifies and resolves advanced technical problems following the ADPIE process (Assessment, Diagnosis, Planning, Implementation, and Evaluation)
2. Engages in continuing education as pertains to job responsibilities
3. Develops and delivers technology documentation and training for peer and customer use
4. Ensures reliable data back-up and archiving processes
5. Installs, maintains, and troubleshoots copper, fiber, and wireless network equipment and cabling
6. Installs, configures, and troubleshoots server and communication equipment
7. Maintains and operates technology equipment in an efficient manner that minimizes down-time
8. Coordinates with authorized personnel for repair of hardware and software
9. Assists with software and hardware upgrades and staff training
10. Maintains, operates, and troubleshoots remote connectivity equipment
11. Maintains advanced technical skill level with networking, communication, and server systems
12. Participates in support task identification and scheduling that minimizes service interruption
13. Coordinates comprehensive network performance monitoring, analysis and status reporting
14. Assists with District technology planning and development
15. Creates, prioritizes, maintains, and participates in support task communication and scheduling
16. Monitors, measures, and reports LAN and WAN performance
17. Monitors, measures, and reports server performance
18. Provides assistance to other public agencies as directed
19. Corresponds with district staff and stakeholders via email
20. May be asked to translate, if applicable
21. Maintain regular on-time attendance
22. Completes other technology support tasks as assigned

SUPERVISORY RESPONSIBILITIES: None

QUALIFICATION REQUIREMENTS: Minimum of a High School diploma or equivalent; 4 year college degree preferred. Five or more years of recent experience working in the support of computers, servers, and LANs. Advanced server administration certification (e.g., Novell CLE, MCSE). Expert knowledge of recent Novell networking operating systems (e.g., Novell OES, Suse). Expert knowledge of operating systems including Windows, Apple, DOS, Linux, Android and iOS. Expert knowledge of the setup and operation of technology hardware and software. Working knowledge of integration and maintenance of on-line services. Ability to work independently or with students and staff in a team setting. Expert knowledge of network and communication systems. Ability to communicate and implement effective problem-solving techniques.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write routine reports, and business correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to speak effectively with other employees and/or students. Ability to present information in one-on-one and small group situations to customers, clients, other employees, and/or students. Ability to speak and present effectively before vendors, administration staff. Ability to effectively present information and respond to questions from groups of administrators, managers, employees, clients, customers, and/or the general public. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to administrators and Board of Education.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to add and subtract two digit numbers and to divide with 10's and 100's. Ability to apply basic arithmetic calculations using units of American money, weight measurements, volume and distance. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent. Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITY: Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Ability to define problems, collect data, establish facts, and draw valid conclusions.

OTHER SKILLS and ABILITIES: Substantial knowledge and experience in Internet related technologies including firewalls, proxies, filters, DNS, HTTP, and FTP and DHCP and Dial-up. Substantial knowledge and experience in networking protocols, topologies, and deployment and configuration of switches, routers, and network cabling related components. Advanced knowledge and experience in the installation, support and troubleshooting of desktop operating systems. Advanced knowledge of integrating desktop operating systems and software applications with Novell and Microsoft network operating systems and AS 400 systems. Knowledge in the operation and administration of disaster prevention and recovery strategies. Significant experience and advanced knowledge in network user administration; network security administration, and specific operating techniques for GroupWise, Novell, Linux and Microsoft network and disk operating systems. Assists with student information system server administration.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk, talk and/ or hear. The employee frequently is required to walk. The employee is occasionally required to stand and reach with hands and arms. Specific vision abilities required by this job include close vision and depth perception. Occasionally the employee will lift up to 50 lbs. such as to lift files and paper.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in temperatures above 100° and below 32° and occasionally will walk on slippery surfaces. The noise level in the work environment is usually moderate to loud.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

I have read and understand this job description.

Signature

Date