



LOWER DAUPHIN SCHOOL DISTRICT

Title: Assistant Network Technician

Reports To: Director of Information Technology

I. Job Description

a. Overview

- To assist the Technology Director and Network Technician with network and server related tasks, including maintaining the integrity, stability, and security of servers and infrastructure equipment, performing routine maintenance on network equipment, and performing installation, configuration, and monitoring of servers and electronics. The Assistant Network Technician will provide technical support to Computer Technicians, completing research where necessary, and assisting them in the installation, troubleshooting, and repair of computer hardware and software as needed. The employee who holds this position will be a part of the Classified Employee Group. The position will report directly to the Director of Technology and Information Systems.

b. Essential Functions

- Assist the Network Technician in managing all servers, storage, and network devices including installation, upgrades, documentation, troubleshooting, and daily operations, system analysis, and monitoring.
- Assist the Network Technician in managing and maintaining the virtual machine environment including design, installation, upgrading, troubleshooting, and support.
- Performs and verifies backup of District systems including network electronics and servers.
- Ensures redundancy and backup of server systems to ensure zero downtime and zero data loss environment.
- Assists the Network Technician in configuring network electronics, servers, and network-based applications including Cloud based computing. Installs firmware and operating system patches and upgrades as needed.
- Maintains the district's computer imaging, patch management, and centralized software distribution system.
- Responsible for the email environment including all email servers and gateway devices.
- Analyze server and network logs.
- Assists the Network Technician in troubleshooting and resolving network-related issues in a timely manner, thoroughly investigating, documenting and sharing alternatives prior to implementing potentially costly or irreversible solutions.

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- Assists in the administration of Active-Directory, Office365, Open Directory, Federation Services, and group policies.
- Assists in completing all cybersecurity initiatives.
- Coordinates with the Network Technician to provide employees with access to relevant information systems.
- Works closely with the Network Technician to provide support for all Network hardware including but not limited to routers, switches, firewalls, wireless controllers, IDS, IPS, NAC, monitoring systems and all other network hardware.
- Provides technical support to employees.
- Performs computer and software installation, troubleshooting, and repair as needed.
- Other duties or responsibilities as assigned by the Director of Information and Technology.

II. Job Requirements

a. Basic Qualifications

- Requires specialized knowledge of network infrastructure devices including but not limited to firewalls, routers, switches, and servers.
- Strong verbal and written communication skills.
- Thorough knowledge of networking fundamentals.
- Good organizational skills, ability to keep track of details.
- Ability to accomplish multiple projects simultaneously.
- Must have or be able to obtain valid Act 34, Act 114, and Act 151 clearances.

b. Education and Experience:

- Degree in a computer related field or commensurate experience working with infrastructure and networking equipment in a complex environment.
- Understanding and knowledge of network concepts and best practices.

c. Certificates and/or Licenses:

- Valid driver's license required.
- CompTIA A+ certification required or achieve certification within one (1) year of employment.
- CompTIA Network+ certification required within one (1) year of employment, or the equivalent experience working with infrastructure and networking equipment in a complex environment.

d. Additional Qualifications

- Strives to maintain professional, cooperative, and respectful relationships with all other District employees.
- Ability to work independently, perform all the duties of the position efficiently and effectively. Must be able to coordinate and perform complex office and technological work with speed and accuracy. Requires the ability to analyze situations and accurately adopt an effective course of action. Communicate effectively, both orally and in writing.

e. Physical Demands

- Ability to stand, sit, and walk for extended periods of time.
- Some bending and twisting of the body required.

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- Ability to lift/carry no more than 50 lbs. independently.
- Visual and audio acuity including ability to read computer screens and written documents.
- 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.

f. **Work Environment**

- Typical office setting subject to inside and outside environmental conditions.
- The position will be required to travel between district buildings.
- Working hours are Monday – Friday from 7:30 AM – 4:00 PM or Monday – Friday from 8:00 AM – 4:30 PM
- Occasional work on the weekends may be required.

Reasonable accommodations may be made to enable a qualified individual with a disability(s) to perform the primary duties and responsibilities of this job.

Lower Dauphin School District is an Equal Opportunity Employer.