Infrastructure Technician II

Purpose Statement

The job of Infrastructure Technician II is done for the purpose/s of installing, securing, repairing and maintaining district wide LAN, WLAN and WAN applications, file/database and Web Servers; ensuring data and network security; managing user access and maintaining related records; assisting in overseeing the computer/server room operation and environment; and providing technical support to district and site staff.

This job reports to the Lead Infrastructure Technician

Essential Functions

- Administers systems and servers related to district LAN and WAN (e.g. email systems, accounts, print queue, workstation ID, IP assignments, computer labs, classroom computers, VOIP, network, security, antivirus, spyware, etc.) for the purpose of ensuring availability of services to authorized users.

- Assists with overseeing the operation of the network center (e.g. monitoring temperature, organizing materials, ensuring availability of materials, etc.) for the purpose of ensuring efficient operations.

- Installs network (client and server) software on a variety of platforms (e.g. service packs, application software, operating software, hardware upgrades, etc.) for the purpose of upgrading and maintaining District WAN/LAN and telecommunication systems.

- Maintains network operations and software applications (e.g. servers (file, print, application, WEB, database, proxy, etc.) for the purpose of ensuring efficient operations.

- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.

- Prepares written materials (e.g. procedures, system level documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.

- Researches trends, products, equipment, tests, etc. for the purpose of recommending procedures and/or purchases.

- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance and support.

- Supports Technology Specialists and System Support Specialists for the purpose of providing direction and/or solving technical problems.

- Troubleshoots malfunctions of network hardware and/or software applications within the District's local and wide area networks, telephones and security systems (e.g. servers, hubs, routers, network protocols, etc.) for the purpose of resolving operational issues and restoring services.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent network, application, operating system monitoring and troubleshooting software; adhering to safety practices; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current, legacy and emerging operating systems; environments and network protocols; router configurations; Inter/Intranet applications; and concepts of grammar and punctuation.

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: setting priorities; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences; and working nonstandard hours.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 70% sitting, 15% walking, and 15% standing. The job is performed in a generally hazard free environment.

Experience   Job related experience with increasing levels of responsibility is desired.

Education   Community college and/or vocational school degree with study in job-related area.

Equivalency

Required Testing	Certificates
Job-Related Skills Proficiency Test	Driver's License & Evidence of Insurability
Functional Capacity Assessment	

Continuing Educ./Training	Clearances
Maintains Certificates and/or Licenses	Criminal Justice Fingerprint/Background Clearance

FLSA Status	Approval Date	Salary Range

Non Exempt