

POSITION DESCRIPTION

NORTHFIELD PUBLIC SCHOOLS

April 2019

SECTION I: GENERAL INFORMATION

Position Title: Network Assistant	Department: Technology
Immediate Supervisor's Position Title: Director of Technology Services	FLSA Status: Exempt
Band/Grade/Subgrade: C-5-3	Bargaining Unit: Technology
Job Summary: Under the direction of the Director of Technology Services and in collaboration with the Network Manager, the Network Assistant is responsible for diagnostics, maintenance, and support of the district network and servers. The Network Assistant also provides technical support and troubleshooting assistance to end users with regards to network connectivity, security, system backups and virus protection. Additionally, the Network Assistant oversees computer imaging, software packaging, mobile device management configurations, technology equipment inventory, and remote management systems and works with Technology Specialists in troubleshooting hardware and software issues as needed to support end users of district technology.	

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

Duty/Responsibility No:	1	Statement of duty/responsibility: Provides technical support, training and assistance to end users of the district network and technology systems.
Percent of Time:	30	
Tasks involved in fulfilling above duty/responsibility: <ul style="list-style-type: none"> • Responds to technology support requests regarding network access and district systems • Provides documentation of processes and information to assist the technology team and end users with troubleshooting technical problems • Provides troubleshooting and support for compatibility of district hardware, software, and operating systems and maintains computer images that support the needs of district staff and students • Provides troubleshooting support to technology staff regarding support requests or specific technology projects 		

Duty/Responsibility No:	2	Statement of duty/responsibility: Provides back-up support and assistance to the Network Administrator in monitoring and maintenance of the LAN including servers, network infrastructure, internet filtering systems, wireless network, and district systems and tools.
Percent of Time:	25	
Tasks involved in fulfilling above duty/responsibility: <ul style="list-style-type: none"> • Maintains working knowledge and access to documentation regarding design, technical information, service, and 		

support of network infrastructure

- Collaborates with Network Manager in maintaining and servicing programs and services used by various district departments
- Provides end user support for district systems including HR/finance programs, email, wireless network, mobile device management, and the student information system

Duty/Responsibility No:	3	Statement of duty/responsibility: Provides troubleshooting, testing, maintenance, repair, and training as needed for computer equipment and software programs.
Percent of Time:	20	

Tasks involved in fulfilling above duty/responsibility:

- Researches and tests updates to software, hardware, and operating systems and shares pertinent information with technology staff and end users prior to widespread implementation of new and/or updated technology systems
- Initiates service requests for warranty and/or repair work through product manufacturers as needed to maintain functionality of district hardware
- Troubleshoots and researches solutions to compatibility issues with district hardware and software as needed including displays, wireless connectivity, state and national testing systems and other district systems
- Collaborates with technology staff to create and manage computer images specific to needs of staff and students in school buildings and set up testing environments according to system requirements for online assessments

Duty/Responsibility No:	4	Statement of duty/responsibility: Under the coordination of the Network Manager performs network preventive maintenance activities on all network servers, switches, routers, and firewalls
Percent of Time:	10	

Tasks involved in fulfilling above duty/responsibility:

- Assists the Network Manager with system updates and patch management
- Assists the Network Manager with network hardware installations and maintenance

Duty/Responsibility No:	5	Statement of duty/responsibility: Oversees the implementation and organization of documentation procedures for the department and district.
Percent of Time:	10	

Tasks involved in fulfilling above duty/responsibility:

- Maintains inventory systems and develops and implements standard inventory practices for technology staff to utilize in accurately tracking district technology equipment
- Maintains documentation and communicates solutions for widespread or ongoing technology support needs for use of district systems and tools.

Duty/Responsibility No:	6	Statement of duty/responsibility: Performs other comparable duties of a like or similar nature as assigned.
Percent of Time:	5	

Tasks involved in fulfilling above duty/responsibility:

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:			
REQUIRED EDUCATION/TRAINING (choose one)		DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)	
	less than high school diploma		Associates Degree or Vocational Certificate
	High school diploma or GED.		
	1 year college	x	2 years college
	3 years college		4 years college
	1st year graduate level		Major field of study or degree emphasis: Computer Science, Information Technology, Computer Repair, or related area
	2nd year graduate level		
	Doctorate level		
Essential knowledge and specialized subject knowledge required to perform the essential functions of the job: <ul style="list-style-type: none"> • Knowledge of network operating systems and network management tools and equipment (routers, servers, switches, firewalls, workstations, and various computer operating systems). • Knowledge of operations related to LANs in a multi-server, multi-location, and multiple-location environment. • Knowledge of diagnostic methods or practices and troubleshooting techniques in the servicing and repair of computers and peripherals. • Knowledge of multiple operating systems. • Fundamental knowledge of networking functions, components, and connectivity issues and procedures. • Knowledge of electrical equipment used to support computers, peripherals, and hardware. • Knowledge of productivity and multi-media software applications. 			
Required Work Experience in Addition to Formal Education/Training: A minimum of 3 years previous and directly related experience.			
Required Supervisory Experience:			
LICENSE/ CERTIFICATION		Identify licenses/certification required upon hiring: <ul style="list-style-type: none"> • Mac, Microsoft, and/or Google Certification preferred • Valid State of Minnesota Driver's License 	
ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK		Skilled in: <ul style="list-style-type: none"> • Collaboration with team members and other staff to effectively communicate and coordinate service. • Problem solving, logistics, and creative thinking to troubleshoot issues and implement effective practices. • Written and oral communication to provide technical support to district staff at all levels of technology understanding. • Time management and self-directed prioritization of tasks to maintain and improve 	

	<p>technology systems to best support district staff and students.</p> <ul style="list-style-type: none"> • Establishing and maintaining effective working relationships with team members and district staff. • Planning, prioritization, and organization of tasks, projects, and information related to technology systems and needs. • Ongoing research and learning to continue to further knowledge of new and changing technologies. • Installation, operation, repair, and maintenance of computer hardware, peripherals, and audiovisual equipment. • Configuration and troubleshooting of LAN operations and software applications. • Instruction and presentation of information as needed to equip end users of technology for the operation of computer hardware, software, peripherals, and audiovisual equipment.
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RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS

Titles of Positions Directly Supervised		# of Employees
0		
TOTAL		0

INDIRECT SUPERVISION:

Number of employees indirectly supervised: 0	Total: 0
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<p>HAZARDOUS WORKING CONDITIONS: <i>The essential duties of the work are performed under various physical hazards or environmental conditions noted.</i></p>	<p>Duties are generally performed in a typical school setting where there are minimal environmental hazards and risks associated with performing the requirements of the work.</p>
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PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities

<u>Employee is required to:</u>	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand			x	
Walk			x	
Sit		x		
Use hands dexterously (use fingers to handle, feel)				x
Reach with hands and arms			x	
Climb or balance		x		

Stoop/kneel/crouch or crawl			x	
Talk or hear				x
Taste or smell	x			
Physical (Lift & carry): up to 10 pounds				x
up to 25 pounds				x
up to 50 pounds		x		
up to 75 pounds		x		
up to 100 pounds	x			
more than 100 pounds	x			

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities

Physical requirements associated with the position can be best summarized as follows:

Medium Work:

Exerting up to 75 on rare occasion and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force regularly to lift, carry, push, pull, or otherwise move objects in the performance of the job.

SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.

Signature – Department Head

Date

Signature – Human Resources

Date

Classification History: