

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION**

**Job Title: Senior Computer/Network
Technician**

Department: Technology

**Grade K
H.P.D. 8
D.P.Y. 260**

Job Description

Date Reviewed: February 2007

Reports To: Network Manager

Purpose of Job

The purpose of the senior Network Technician is to support the activities of the Network Manager by: performing problem solving and decision making activities; providing leadership, training, and support to computer Network Technicians; demonstrating a general sense of teamwork within the Computer Network Technicians Team. In addition, the Senior Network Technician is to perform all essential duties and responsibilities as described below.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Works with Network Manager to provide leadership to Network Technicians.

Works with Network Manager to facilitate effective communication to, and on behalf of the Network Technicians.

Demonstrates knowledge of advanced networking topics such as: network design and an Architecture, Layer 2 and layer 3 managed switch usage, and Quality of Service and network traffic management issues.

Collects and analyzes data for optimizing network performance.

Designs and specifies networks, including installation methods, hardware, software and procedural requirements.

Provides network users with hardware/software support and instruction on network utilization.

Performs maintenance functions on network hardware, programs and reports; tests/troubleshoots networks for errors.

Repairs, replaces and/or updates hardware/software at user sites.

Installs hardware and software on desktop, laptop and server computer systems.

Maintains documentation of new networks and modifications to existing networks.
Maintains a working knowledge of various computer equipment and software programs.

Prepares and /or generates routine correspondence, letters, memoranda, forms, reports and other documents via computer and/or typewriter.

Answer the telephone; provides information; takes and relays messages and/or directs calls to appropriate personnel; returns calls as necessary.

Responds to routine requests for information or assistance from officials, members of the staff, the public or other individuals.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in Computer Science or Computer Networking required, with three plus years of networking experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Valid driver's license and the ability to provide reliable transportation to deliver equipment or provide needed services to all CMCSS locations.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of automated office machines and computer equipment which includes a mainframe computer, personal computer, printer, modem, calculator, telephone, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for Medium work.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling

people to convey or exchange administrative information. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Senior Computer/Network Technician. Requires the ability to understand and communicate within computer operating systems to include Netware, AppleTalk, Windows, Mac OS, etc., and requires an understanding of network protocols to include IPX, TCP/IP and SNMP. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Senior Computer/Network Technician.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under moderate stress when confronted with an emergency related to the job of Senior Computer/Network Technician.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

KNOWLEDGE OF JOB

Has considerable knowledge of the policies, procedures, and activities of the School System and Data Processing practices as they pertain to the performance of duties relating to the job of Senior Computer/Network Technician. Has thorough knowledge of Data Processing practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to department operations and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, human relations, and technical skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret financial reports and related materials.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date