

**SAN DIEGO UNIFIED SCHOOL DISTRICT**

**POSITION DESCRIPTION**

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<b>TITLE:</b>	Network Systems and Media Support Technician	<b>REPORTS TO:</b>	Site Administrator or designee
<b>DEPARTMENT:</b>	Various School Sites	<b>CLASSIFICATION:</b>	Classified
<b>FLSA:</b>	Non-Exempt	<b>SALARY GRADE:</b>	038 OTBS
<b>REVISED:</b>	May 15, 2002		

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**BASIC FUNCTION:**

Coordinate the implementation and maintenance of operations supporting a complex local area network (LAN) system at a school site and provide training and technical assistance to staff related to the operation of the system; provide basic audiovisual and television (AV/TV) support services.

**REPRESENTATIVE DUTIES:** (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

**E = Essential Functions**

Assist in coordinating the implementation and maintenance of a local area network system (LAN). **E**

Install workstation hardware and related equipment. **E**

Install and configure workstation software. **E**

Monitor and maintain the LAN and the dial-up data connections to various resources. **E**

Troubleshoot and isolate problems of microcomputers and printers and determine if problem is related to hardware, software, or connection. **E**

Make minor corrections or contact district support staff or vendors for resolution to problems. **E**

Follow up on maintenance and service requests from users for changes and additions to network. **E**

Provide software training and technical assistance to support staff in the operation of the system. **E**

Provide basic AV/TV support services, including training pupil assistants and staff in the use of AV/TV equipment, production of audio and video programs, operation of closed circuit television distribution systems, use of interactive video, maintenance of computer and media equipment inventories, and other related AV/TV responsibilities. **E**

Direct the work of temporary staff as assigned; evaluate work of pupil assistants. **E**

Monitor a budget. **E**

Perform related duties as assigned.

**MINIMUM QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE:**

Any combination of training, experience, and/or education equivalent to completion of high school supplemented by satisfactory completion of courses in the use of microcomputers and applications, data communications technology, and problem determination and three years of progressively responsible experience implementing and maintaining a network system such as Novell, Microsoft, or Macintosh. Additional training or experience in media technology, telecommunications, or other related field is required.

**LICENSES AND OTHER REQUIREMENTS:**

Possession of a Certified Netware Administrator rating is desired.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Technical aspects of LAN hardware and software.

A variety of operating systems, languages, and applications.

Network components wiring and cabling methods, concepts, and various applications.

Software and hardware tools.

Audio and video production and projection equipment and closed circuit television systems.

Basic copyright laws.

Reading and writing English communication skills.

**ABILITY TO:**

Maintain and troubleshoot network systems and identify and correct problems.

Provide basic audiovisual and television support services.

Provide proper care and maintenance of media equipment.

Communicate effectively orally and in writing.

Establish and maintain effective working relationships with others.

Plan and organize work.

Meet schedules and time lines.

Maintain records.

Read, apply, and explain rules, regulations, policies, and procedures.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor office or classroom setting.

**PHYSICAL REQUIREMENTS:**

Hearing and speaking to exchange information; seeing to perform assigned duties; sitting or standing for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; occasionally lifting heavy objects.

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