VIRGINIA BEACH CITY PUBLIC SCHOOLS
CHARTING THE COURSE

NETWORK TECHNICIAN II

GENERAL RESPONSIBILITIES

This multi-faceted technical position is responsible for maintaining and repairing information technology equipment, analyzing customer requests for service and maintenance calls in assigned area. The position is also responsible for troubleshooting, repairing and maintaining a variety of equipment and electronic devices. An employee in this class is responsible for communicating directly with customers. Work may be performed in a shop environment or on-site at other facilities.

ESSENTIAL TASKS
(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Enter all information given and received into trouble ticket database.
- Work with the team to complete ongoing projects and tasks.
- Advise and instruct end users on the necessary technology to achieve solutions.
- Troubleshoot and resolving issues.
- Manage multiple projects/priorities simultaneously.
- Train and develop training for end users on systems, applications, and technical processes.
- Work directly with vendors for support issues.
- Perform related work as required.

DUTIES ASSIGNED TO SPECIFIC JOB FUNCTIONS *(Specialization and proficiency in one or more of these areas is essential.)*

Engineering Team
- Collaborate and assist engineering team with the installation, maintenance and troubleshooting of software, and configurations of Windows servers and associated hardware.
- Act as first responder to engineering team trouble-tickets including: servers, Office 365, GSuite, cabling, uninterruptable power supply (UPS), storage, and backup equipment.
- Perform routine troubleshooting and maintenance on servers, accounts, applications, appliances, and UPS's.
- Assist with conducting corrective and preventive hardware maintenance on backup systems, servers, fiber switches, load balancers, and UPS's.
- Assist with documenting configurations and maintaining enterprise repository of systems documentation.
- Maintain enterprise monitoring software and systems.
- Manage server hardware repair coverage including recommendations and tracking of systems to be covered via critical contract versus out of warranty repair.

Field Services Team
- Oversee the work of a team of Network Technician I's ensuring adequate manpower to cover queue when balancing needs of on-site work, special projects, annual leave requests, sick leave, etc.
- Manage service-level-agreements to ensure adequate customer service.
- Manage trouble-ticket queues and assign resources as appropriate.
- Provide input into annual evaluations of assigned team members.
- Mentor team members in technical areas to improve skills.
- Manage Google Apps for Education to include administration of Google Admin Console.
- Manage and administer division Mobile Device Management application.
- Administer and troubleshoot Active Directory and Group Policies.
- Build and deploy software packages for designated applications.
- Test new hardware for inclusion into fleet.
- Test new operating systems for approval and adoption by division.

Field Services Team (continued)
- Develop scripts to distribute images.
- Create, test, manage, troubleshoot and maintain operating system images for all models of client PC and laptops in fleet.
- Create, test, manage, troubleshoot and maintain documentation including: checklists for image creation, driver versions per image, image updates in progress and required.
- Manage team's use of enterprise desktop management application and software deployment.
- Provide guidance to Network Technician I's on imaging and PC hardware diagnosis.

Infrastructure Team Member
- Act as first responder to infrastructure trouble-tickets including: LAN switching, wireless networking, cabling, distance learning equipment, and server issues.
- Perform routine troubleshooting, installation and maintenance on switches, routers, servers, wireless equipment, PCs, servers and UPS's.
- Maintain enterprise monitoring software with all device addresses and receive/respond to alerts accordingly.
- Assist with documenting configurations and maintaining enterprise repository of systems documentation.

KNOWLEDGE, SKILLS AND ABILITIES

Must have a thorough knowledge of the operation, uses and capabilities of computer equipment; methods and techniques used to maintain and repair computer equipment; hazards of the work and of necessary safety precautions; and service desk applications. Must have the ability to understand and carry out written and oral instructions; read and understand maintenance manuals and to work from sketches, drawings and diagrams; establish and maintain effective working relationships with colleagues, associates, team members, and vendors; and must have the ability to carry-out maintenance plans and repair schedules for technical resources in a large corporate environment. Must be skilled in the use of computer equipment and possess excellent communication both written and oral, organizational skills, and customer service skills.

EDUCATION AND EXPERIENCE
High School Diploma or GED required with an Associate's degree preferred. Four years of Information Technology technical hands-on experience using a combination of hardware, operating systems and client-server applications in an enterprise wide distributed computing environment. Industry relevant certifications preferred.
A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS
Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling.   Ability to lift 50lbs.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS
- Possession of a valid driver's license and reliable transportation to carry out site visits as assigned.
- Specialization and proficiency in one or more of the identified specific job function areas is essential and requires the following knowledge base:

  o *Engineering Team* – Proficiency in Windows Server, virtualization, Google, and Active Directory. – MCSA: Microsoft Certified Solutions Associate, MTA: Microsoft Technology Associate, CompTIA Storage+, VCA, VCP6-DVC, VCAP-DCA* (DCD, CIA, or CID), Google Apps Certified Administrator preferred.

- o *Field Services Team* – Proficiency in local area networking and Active Directory account/rights maintenance. Proficiency in hardware repair for desktops, laptops, printers and other electronic equipment. Expert level knowledge of Windows, iOS, and Google client operating systems and PC, laptop, and tablet hardware troubleshooting and maintenance. Experience supporting copiers and multifunction devices hardware and software. MCSA: Microsoft Certified Solutions Associate, MTA: Microsoft Technology Associate, CompTIA Network+, Security +, A+, and ITIL Foundation Certificate in IT Service Management, Google Apps Certified Administrator and ITIL Foundation Certificate in IT Service Management or equivalent certifications preferred.

- o *Infrastructure Team*
  Proficiency in Layer 2 and 3 switching, routing protocols, and wireless networks.
  Experience with infrastructure availability-monitoring software and equipment, and installation, troubleshooting and maintaining all aspects of structured cabling.
  Basic understanding of Video Teleconferencing systems, Network Security systems (Network Access Control Systems, Firewalls, Internet filtering systems), and Telephony equipment and VOIP systems
  One or more of the following certifications are preferred: Industry Certifications and/or CCNA

FLSA status: Non-exempt	Description: Rev. 6/00, 10/14, 4/16 , 5/17