Killeen Independent School District
Job Description

Job Title: Data Network Technician
Department: Network Communications Department
Reports to: Manager, Network Communications
FLSA: Non-Exempt

SUMMARY

Coordinates strategies for designing, deploying, and maintaining the district's LAN & WAN infrastructure. Plan, implement, maintain, and support the district's network infrastructure which consists of LAN, Wireless LAN, Voice System, Intercom and Handheld Radio. Provide network infrastructure support including project management, operation, expansion, and maintenance of various network-based communication systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Infrastructure Management and Support

Provides tier 3 support for the enterprise network infrastructure.

Effectively responds to service tickets submitted by district staff requesting network infrastructure support.

Maintain and troubleshoot network infrastructure components and systems which include wired and wireless network, voice systems, intercom system and handheld radios.

Infrastructure Strategy & Planning

Performs infrastructure design and capacity planning.

Develops, implements, and maintains policies, procedures and associated training plans for network infrastructure resource administration, appropriate use, and disaster recovery.

Create and maintains documentation as it relates to network, voice systems, and intercom configuration, network mapping, processes, and service records.

Develops, implements, and maintains policies, procedures, and associated training plans for network administration, usage, and disaster recovery.

Develops, implements, and maintains policies for network infrastructure asset management, including maintenance of network infrastructure component inventory, related documentation, and technical specifications information.

Aids in development of business continuity and disaster recovery plans and maintains current knowledge of plan executables. Responds to emergency network infrastructure outages in accordance with business continuity and disaster recovery plans.

Prepares and ensures accuracy of documentation, procedures manuals, and help sheets for network infrastructure installations including data, voice, intercom, and radio systems.

Network Infrastructure Acquisition & Deployment

Configures and deploys district network infrastructure devices including routers, switches, UPS, phones, handheld radios, intercom modules, and other hardware.

Conducts research on network infrastructure devices, services, protocols, and standards to remain abreast of developments in the IT industry.

Plans and implements any improvement, modification, upgrades, or replacement of network infrastructure components in accordance with published maintenance windows.

Establishes and maintains connectivity and uptime service level agreements as established by the district.

Supports development and implementation of network infrastructure projects and new technology installations.

Network Infrastructure Operational Management

Configures network infrastructure devices to ensure efficient and reliable operation fulfilling district's objectives and processes with minimal downtime and/or interruption to ongoing operations.

Utilizes various network infrastructure software applications to monitor, analyze, configure, and troubleshoot infrastructure components as needed.

Ensures network connectivity and communications of all servers, workstations, VoIP equipment, intercom modules, switches and routers, and other network infrastructure appliances and components.

Practice asset management including maintenance of network infrastructure component inventory and related documentation and technical specifications information.

Monitors and tests network infrastructure performance and provides performance statistics and reports.

Manages and administers LAN/WAN network infrastructure using networking management systems.

Manages and administers VoIP system using Cisco Unified Communications Manager and recording software, voicemail, gateways.

Manages and administers wireless network components wireless controller and access points using Cisco wireless software application and diagnostics software.

Administers all network infrastructure equipment upgrades according to published district maintenance windows.

Liaises with and provides training and support to help desk support staff on network infrastructure issues.

Conducts testing and development disaster recovery plans to detect faults, minimize malfunctions, and backup systems.

Will be an active participant in Killeen ISD technology incident responses and situations.

Maintains technology security focus and proficiency.

Regularly reviews and updates technology incident response plans as technology changes.

Performs other duties as assigned.

QUALIFICATIONS

EDUCATION and/or EXPERIENCE

High School Diploma or G.E.D. and a minimum of 5 years of experience implementing and maintaining a complex enterprise network to include:
* Cisco network or voice systems experience preferred.
* Network planning and design experience.
* Experience in designing and implementation enterprise level wireless system.
* Understanding of voice, data & video Quality of Service (QoS).
* Design of Cisco ASR routers, Catalyst 4500 series, 2900 series, 9000 series switches, Nexus switches.
* Access control list (ACLs), TCP/IP, VLANs, Port Security, IP Multicast, EIGRP, and BGP routing protocols.
* IP routing protocols including BGP, EIGRP, IP Multicast.
* Network capacity planning, performance tuning and troubleshooting.
* Thorough knowledge of Network Management Systems (Solarwinds / Cisco Prime / What's Up Gold) and Network configuration management tools (Solarwinds/ Cisco Prime / What's Up Gold).
* Excellent IP networking fundamentals and extensive experience in the application of IP protocols.
* Experience or working knowledge of network infrastructure systems such as VoIP systems, Intercom systems, LAN and WAN switches and routers.
* Experience with the operation and configuration of mobile handheld radios.
* Excellent network analysis fundamentals and robust troubleshooting skills.
* Proficient in Microsoft Outlook, Word, Excel, Internet Explorer, Project, Visio, and PowerPoint.
* Proficiency in problem solving and able to follow a systematic troubleshooting approach.
* Self-starter and display the ability to handle multiple responsibilities.
* Ability to work under pressure and meet deadlines.
* Ability to manage multiple projects and be capable of working in an environment where work priorities can change rapidly.
* Excellent verbal and written communication skills in working with technical and non-technical people.
* Ability to develop and maintain collaborative relationships among all levels of an organization.
* Ability to work effectively in a team-based environment and a demonstrated willingness to support team on all levels to get the job done.

SUPERVISORY RESPONSIBILITES

This job does not have any supervisory responsibilities.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, use hands, handle, feel, climb, and balance. The employee is occasionally required to sit, reach with hands or arms, and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative to those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions. The noise level in the work environment is usually quiet.

Prepared By: Dean Murphy, Network Communications Manager
Prepared Date: June 10, 2021

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.