

**Killeen Independent School District
Job Description**

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

SUMMARY

The Network Technician's role is to coordinate strategies for deploying and maintaining the Killeen Independent School Districts LAN & WAN infrastructure. This role requires moderate knowledge in LAN/WAN wired and wireless infrastructure management and maintenance techniques, documentation standards, performance monitoring and routing/switching troubleshooting techniques.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Network Technician is responsible for implementing, maintaining, and supporting the Killeen Independent School Districts wired and wireless LAN & WAN infrastructure. Additionally, the Network Technician will provide general network support including operation, expansion, and maintenance of various network-based communication systems.

Responsibilities to include, but not limited to:

Wireless Infrastructure Management

- * Provide 3rd tier support for the corporate network.
- * Knowledge of wireless engineering tools such as AirMagnet, OmniPeek, Cognio, Chariot, etc...
- * Proficiency in wireless security authentication methods such as LEAP, EAP-FAST, PEAP, WPA2.
- * Knowledge of enterprise based wireless components to include Wireless Access Controllers, Wireless Access Points and wired network support infrastructure requirements.
- * Troubleshooting traffic engineering using BGP and large scale network design and maintenance.

Wired Infrastructure Strategy & Planning

- * Collaborate with network team to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes.
- * Maintain policies, procedures and associated training plans for network resource administration, appropriate use, and disaster recovery.
- * Maintain documentation as it relates to network configuration, network mapping, processes, and service records.
- * Maintain policies for network asset management, including maintenance of network component inventory, related documentation, and technical specifications information.

- * Aid in development of business continuity and disaster recovery plans, and maintain current knowledge of plan executables. Respond to emergency network outages in accordance with business continuity and disaster recovery plans.
- * Ensure accuracy of documentation, procedures manuals, and help sheets for network installations, including data, voice, and video systems

Wired Infrastructure Acquisition & Deployment

- * Deploy company LANs, WANs, and wireless networks, including routers, switches, UPSs, and other hardware.
- * Plan and implement any improvement, modification, upgrades, or replacement of network infrastructure components in accordance with published maintenance windows.
- * Establish and maintain connectivity and uptime service level agreements as established by the KISD Chief Technology Officer.
- * Support development and implementation of networking projects and new technology installations.

Wired Infrastructure Operational Management

- * Configure networks to ensure their smooth and reliable operation for fulfilling business objectives and processes.
- * Monitor network performance and troubleshoot problem areas as needed.
- * Ensure network connectivity of all servers, workstations, VoIP equipment, and other network appliances.
- * Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- * Monitor and test network performance and provide network performance statistics and reports.
- * Administer all network equipment upgrades according to published KISD maintenance windows.
- * Schedule and perform network improvements, upgrades, and repairs.
- * Monitor and analyze network performance across the organization's LANs, WANs, and wireless deployments.
- * Ensure the stable operation and efficient performance of KISD's networks.
- * Identify and remedy network performance bottlenecks.
- * Receive and respond to incoming calls and/or e-mails regarding network connectivity problems.
- * Prepare, maintain, and adhere to procedures for logging, reporting, and statistically monitoring network data.
- * Conduct testing and development disaster recovery plans to detect faults, minimize malfunctions, and backup systems.
- * Perform other duties as assigned

QUALIFICATIONS

EDUCATION and/or EXPERIENCE

HS or GED and minimum 3 years engineering experience in a similar capacity implementing and maintaining a complex Cisco network to include:

- * Cisco CCNA Certification or equivalent experience.
- * Direct experience with implementing Enterprise level wireless 802.11a/b/g/n.
- * Voice, data & video Quality of Service (QoS).

- * Support of Cisco ASR routers, Catalyst 65xx, 45xx, 37xx, 35xx switches, Nexus switches.
- * access control list (ACLs), TCP/IP, VLANs, Port Security, Traffic Shaping, Priority Queuing, Class of Service (CoS), IP Multicast, OSPF, and BGP routing protocols.
- * IP routing protocols including BGP, OSPF, IP Multicast.
- * Network capacity planning, performance tuning and troubleshooting.
- * Thorough knowledge of Network Management tools (Solarwinds Performance Monitor) and Network configuration management tools (CiscoWorks / Solarwinds Configuration).
- * Excellent IP networking fundamentals and experience in the application of IP protocols.
- * Knowledge of and experience with major internet routing protocols including BGP and OSPF
- * Knowledge of and experience with major router platforms; specifically with Cisco 37xx, 45xx, 65xx, and Nexus platforms including all compatible supervisory and line cards for these platforms.
- * Excellent network analysis fundamentals and robust troubleshooting skills.
- * Moderate experience with, and expertise in many of the following protocols & technologies: DWDM, T1/DS1, DS3, SONET (OC3, OC48), 802.2/3, 802.1d VLANs/STP, IPv4 & IPv6, TCP (internals & flow control), BGP, OSPF, HSRP/GLBP, PIMv2, IGMP, LDP, TACACS, IPSEC & VPNs, Netflow, DNS, HTTP.
- * 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 RESPONSIBILITIES

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: John Hocking, Network Communications Manager

Prepared Date: December 12, 2012

Revised By: Bruce Minzenmayer, Coordinator Auxiliary Personnel

Revised Date: February 7, 2013

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.