



### **PURPOSE:**

- The Network Administrators have a wide range of duties and responsibilities. The Network Administrator is responsible for effective provisioning, installation, configuration, operation, and maintenance of systems hardware and software and the related infrastructure. The Network Administrator participates in technical research and development to enable continuing innovation within the infrastructure. They ensure that network attached hardware, operating systems, software systems, and related procedures adhere to organizational values. They plan for and respond to service upgrades, outages, and other problems.
- Duties include light programming, project management for network-related projects and being the senior administrator in a number of systems such as telephony, email, active directory, and other systems. The Network Administrator troubleshoots and solves problems related to network attached hardware and software. They maintain the computing environment by identifying LAN and WAN system requirements, installing upgrades and monitoring network and system performance. They troubleshoot a variety of computer issues, set up computer and network security measures, configure computer networks and provide technical support. The Voice over IP telephone system is managed and maintained by the Network Administrator. They plan, coordinate and implement network security measures in order to protect data, software, and hardware, performing data backups and disaster recovery operations as required. They perform routine network startup and shutdown procedures, and maintain control records. They are expected to keep themselves abreast with new technologies.

### **REPORTS TO:**

- Technology Supervisor

### **QUALIFICATIONS:**

- High school diploma or equivalent.
- A+/CompTIA (not required, but encouraged).
- Cisco CCNA (not required, but encouraged).
- College degree in the field of Network Administration, Technology Help Desk Operations, Cyber Security preferred.
- Four years of paid, specialized experience or training in network administration related fields beyond high school.
- Ability to produce and manipulate documents, with fidelity, in both Microsoft and Google Workspace productivity software platforms.
- Experience in maintaining enterprise sized networks and related technology.
- Familiar with network protocols such as LDAP, TCP/IP, BGP, DNS, DHCP, SMTP, Telnet/SSH, and others, and their operations within an enterprise network.
- Knowledge and experience with multiple operating systems (Android, iOS, Windows, MacOS, Chromium, Linux, etc.).
- Knowledge and experience with current Windows and Linux server operating systems.
- Maintain a valid Oregon Driver's License and personal transportation.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Ability to solve problems, work independently and comply with deadlines.
- Ability to assemble, install and troubleshoot computer hardware and software.
- Ability to understand and communicate technical information to technical and non-technical individuals, and to communicate with third party service providers.
- Experience in teaching a wide variety of computer applications to technical and non-technical personnel.
- Understand data, data systems, and feel comfortable working with data and teaching others.
- Ability to perform a wide variety of complex technical tasks related to operation and maintenance of the organization's network and other systems.
- Multi-tasking capabilities (e.g. handle large volumes of work and prioritize accordingly), while maintaining organization.
- Maintain satisfactory attendance and punctuality.



- Ability to work cooperatively with staff, students and the public.
- Exhibit a positive, motivated attitude at all times.
- Adapt quickly and learn new applications and systems as they are introduced.
- Support the philosophy and mission of the Eagle Point School District.
- Accept responsibility and satisfactorily carry-out other tasks as assigned by the Technology Supervisor.
- Provide exceptional customer service.
- Setup and maintain access to curriculum systems for students and staff, including, rostering staff and student data, SAML or other access setup, and assist with access issues.
- Maintain the Mobile Device Management (MDM) system with updated controls, app/software provisioning and licensing, and adding and removal of devices.
- Coordinate and conduct technology training sessions for instructional staff.
- Meet Oregon Department of Education (ODE) and Federal deadlines for reporting requirements.
- Submit and maintain records for department purchasing through the FCCs E-Rate program.
- Provide support and maintain elements of the District's SIS platform, including, but not limited to, gradebook, special education modules, and access control.
- Provide in-department support, maintenance and management of the assigned work order system.
- Assist staff with data imports / exports for various reasons (reporting, initial student uploads, etc.).
- Assist the Communications supervisor with technical elements of the District's website.
- Assist with the management of District non-typical computing devices such as iPads, iPods, Android and other mobile devices as programs require.
- Become familiar with new technologies, devices, software, etc. being used or introduced to the District.
- Consistently meet the expectations, standards, and goals to achieve superior customer service results.
- Provide honest, clear, consistent communication with all key stakeholders to ensure positive outcomes.
- Coordinate work projects such as converting to new hardware or software.
- Assist other technology staff with the development of technology documentation and instructions.
- Research and review computer hardware and software capabilities, uses, etc. and make recommendations regarding updates and upgrades.
- Evaluates software and hardware to determine compatibility with existing systems and manage software licensing.
- Instruct users in use of equipment, software and manuals.
- Answers user's inquiries in person, by email, and via telephone, concerning systems operations.
- Encourage effective educational use of computers by all school staff.
- Work with, keep and respect confidential information.
- See that district policies are observed at all times and report instances when policies are not followed.
- Perform other duties as determined by the IT Supervisor.

**PHYSICAL REQUIREMENTS:**

- Physical capability of lifting up to fifty (50) pounds (over fifty pounds may be required with assistance).
- Must be able to work productively in noisy, crowded, and stressful environments for extended periods of time.
- Requires stooping, bending, reaching, and kneeling, sometimes in tight spaces.
- Must be able to lift items on and off tall storage shelves.
- Requires prolonged sitting and/or standing.

**RATE OF PAY:**

*This position description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein.*

Employee Signature: \_\_\_\_\_ Date \_\_\_\_\_

**Board Adopted:**