

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: COMMUNICATIONS AND NETWORK TECHNICIAN II TECHNOLOGY SERVICES DEPARTMENT**

#### **GENERAL STATEMENT OF JOB**

Reporting to the Senior Communications Engineer, this position ensures high levels of IT customer service and is in charge of enterprise projects within the area of design, installation, implementation, and maintenance of the district's communications and network environment. Serving as part of Network/VOIP team, this individual will be accountable for operations and effectiveness of the following areas: Telephony Services; Network and Infrastructure; Cyber Security; and Communications and Security Projects.

The role requires a thorough understanding of physical and core technologies, and close collaboration with other department and district stakeholders. The ideal candidate will have extensive IT support experience and a working knowledge of device configuration, applications support, and deployment at large scale within an educational environment. In addition, the candidate should have strong problem solving and communication skills with the drive and hands on leadership qualities needed to deliver on challenging project goals.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

Ensures execution and delivery of IT project portfolio and initiatives.

Thorough familiarity with and documentation of the district's WAN and LAN network topology and infrastructure, computing device inventory, and information technology operations, policies, and procedures.

Install, configure, and maintain Cisco switching devices, wireless controllers, wireless access points, and firewall and the associated services (DHCP, SNMP, VLAN, etc.).

Install, configure, and maintain servers and user accounts with an emphasis on group policy assignment and PowerShell scripting.

Configure and utilize the Google Apps Director Sync and Google apps manager utilities for the automation of Google Apps for Education user accounts.

Serve as the administrator of the district's internet content filtering service.

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Monitor and analyze LAN, WAN, and internet bandwidth utilization to prevent and/or resolve network performance issues.

Partner with stakeholders to identify, develop, implement, and assess emerging technology strategies.

Identify and assess current and emerging opportunities that impact: IT procurement, hybrid and multi-cloud, cyber security, edge and IoT infrastructure and security, account provisioning implementations, and end-user computing configurations and deployments.

Develops and maintains in-depth knowledge of the inner workings of district's enterprise operational systems.

Develops and maintains processes for consistency and increased productivity.

Develops an effective process for prioritizing and managing cross-functional IT projects.

Effectively collaborate with cross-functional areas for resolution of tickets and issues.

Collaborates in the procurement of IT hardware and software.

Coordinates with department on disaster and contingency emergency management planning and preparedness.

Strong working knowledge of core technologies (including but not limited to): AD, O365, Azure, Exchange, WAN/LAN/Wi-Fi, VOIP, Core Networking, Cloud Services, MDM technologies, Windows and Apple OS/iOS.

Understanding of partner ecosystems and the ability to leverage partner solutions to solve district IT needs.

Availability for 24-hour on-call support and willingness to work flexible hours, non-business hours, or other scenarios required by the flow of operations.

Ability to support frequent standing, walking, lifting, working at heights, and lifting >50 lbs.

Maintains continuing education credits to keep licensure current and participates in professional development to remain current with emerging technologies and educational research.

Holds valid North Carolina driver's license.

### **ADDITIONAL JOB FUNCTIONS**

Perform other duties as assigned.

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### MINIMUM TRAINING AND EXPERIENCE

Associate's degree in computer related field supplemented by specialized coursework in the area of communications or equivalent work experience preferred.

Minimum of 2 years of in enterprise-scale cloud and/or hybrid infrastructures, architecture designs, migrations, and/or technology management.

Minimum of 2 years of experience providing OS, iOS and macOS related technical support or training to end-users.

CompTIA Network + certification (If not currently certified; Will obtain certification within one calendar year (365 days).

Strong working knowledge of physical IT infrastructures (e.g. Servers, SANs, Networking, etc.) that include:

- server platform experience
- wired / wireless network configuration and support experience
- VOIP/Telephony services experience

### MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

**Physical Requirements:** Must be physically able to operate a variety of equipment and tools including computers, computer software, various wires, cables, etc. Must be able to exert up to 30 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Medium Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of correspondences, technical manuals, trade journals, etc. Requires the ability to prepare reports, forms, system documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety

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of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using computer equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Working experience with enterprise systems, applications, and operations.

Proven leadership skills with the ability to work alongside and coach team members.

Perform and execute organization's safety programs and policies, and compliance knowledge assessments.

Hands-on experience with supporting large-scale IT initiatives within a public school educational environment.

Ability to adapt and solve challenges quickly and efficiently.

Ability to work independently and as part of a team.

Ability to effectively prioritize and execute tasks in a dynamic and high-pressure environment.

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Effective communication skills (oral and written), interpersonal, organizational, and presentation skills.

Working knowledge of cabling infrastructure and electronic components required for networking.

General knowledge of software copyright guidelines for educational use

Considerable knowledge of common computer operating systems.

Considerable knowledge of computer hardware, local area networking and common software applications.

Considerable knowledge networking equipment and other communication hardware, capabilities and limitations, service requirements and associated costs.

Considerable knowledge of cabling infrastructure and electronic components required for networking.

Some knowledge of the current literature, trends and developments in the fields of networking and communications.

General knowledge of multi-platform computer architecture and communication protocols.

General knowledge of appropriate diagnostic tools and utilities.

Some knowledge of hardware connectivity in the AS/400 environment.

Some knowledge of the school system's Long-Range Technology Plan, development methodology and development standards.

Ability to install and setup software packages that meet the needs of the system.

Ability to perform general operations support functions for the data communications environment.

Ability to configure network servers, install networking software and setup required electronic equipment.

Ability to systematically determine the source of problems in a data communications environment and to take appropriate action.

Ability to perform all aspects of network administration.

Ability to evaluate requests for changes and/or updates to the communications network.

Ability to evaluate software applications and to make recommendations for improvement.

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Ability to maintain complete and accurate records.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.