

Official: 

Effective: 03/29/19



## TEHAMA COUNTY DEPARTMENT OF EDUCATION JOB DESCRIPTION WORKSTATION/LAN SYSTEMS SPECIALIST

### DEFINITION:

Under supervision of the Executive Director, Information Technology, this position will install and configure computer workstations, and local area networks (LAN) equipment. Also responsible for maintaining, monitoring, diagnosing and troubleshooting workstations, peripheral hardware and network equipment.

### ESSENTIAL FUNCTIONS AND JOB RESPONSIBILITIES:

Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks that may be found in positions within this classification.

- Install and configure local area network equipment which may carry data, voice and video communications following organization standards.
- Install, operate and maintain peripheral hardware and network services such as routers, concentrators, hubs, switches, and other network devices.
- Resolve network communications problems to ensure customers and employees have access to Tehama County Office of Education resources and networks.
- Provide customer support to remotely diagnose and resolve requests for software support, including student information system, electronic records management systems, financial systems, administrative systems, networking, basic productivity, desktop office suite, educational software, and other software products.
- Provide customer support through technical competence and effective communication skills in accordance with the County's policies and procedures.
- Ensure the support ticket and resolution for each customer clearly and effectively defines the support issue and the solution.
- Answers Help Desk telephones.
- Install or repair Windows or Macintosh computers with standardized application and networking software, diagnosing and solving problems that develop in their operations.
- Utilize superior multi-tasking and communication skills to simultaneously employ numerous resources to research and resolve customer issues in a timely manner.
- Effectively communicate technical problems, requirements, and results to team members, customers, and management.
- Provide specific feedback to improve products and processes to senior team members and/or management as directed.
- Respond to customer questions and explain the operation of network applications and equipment.
- Assist in the maintenance of standards and documentation.
- Perform other duties as required.
- Drive frequently for department business.

### EXPERIENCE AND EDUCATION

Any combination of education, training, and experience which demonstrates the ability to perform the duties and responsibilities as described.

- Bachelor's Degree in Computer Science Management Information Systems preferred, plus significant training in network installation, operations and troubleshooting.
- Two (2) years experience installing and supporting local area networks and workstations.
- Current certification in one or more is preferred: MCITP and MCDST.
- A+ Certification preferred.





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- Valid California driver's license and evidence of insurance.

KNOWLEDGE OF:

- Local network communications including various transmission protocols (TCP/IP, PPP) plus Macintosh, DOS/Windows and Windows operating systems.
- Installation and configuration of network equipment.

ABILITY TO:

- Maintain confidentiality.
- Design local area networks using EIA/TIA 568 wiring specifications (Category 5/6 cabling standards).
- Contribute to the ongoing department initiatives to improve service levels.
- Meet the County's service level agreements with a high level of customer satisfaction.
- Network management tools and techniques.
- Identify, research, and resolve technical problems using multiple resources (Internet, knowledge base, etc.)
- Demonstrate clear written communication skills defined as the ability to clearly document symptoms, troubleshooting steps, and compose professionally written emails.
- Demonstrate customer service skills defined as the ability to probe and identify customer need, inform the customer through the support process, quickly resolve customer issues, and empathize and / or diffuse issues.
- Understand concepts of data communication networks.
- Follow verbal and written plans and technical instructions with minimal supervision and guidance.
- Prioritize projects and services to minimize user interruptions and down time.
- Identify probable causes of networking problems as they arise.
- Employ a customer service approach and present information about technical issues clearly, both verbally and in writing.
- Build and maintain credibility with office staff and constituents.
- Practice good work habits by daily management of work queue and service requests and effective communication with help desk.

PHYSICAL DEMANDS:

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

- Persons performing service in this position classification will exert 25 to 30 pounds of force frequently to lift, carry, push, pull, or otherwise move objects. This type of work involves sitting, standing, and walking frequently.
- Perceiving the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate business related equipment, and handle and work with various materials and objects are important aspects of this job.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

TERMS OF EMPLOYMENT:

Salary and work year to be established by County Superintendent.

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**APPROVED**

Print Name: Noelle DeBortoli Title: Executive Director, Human Resource Services

Signature: 

Date: March 29, 2019