Server Technician II

Position Details

Class Code: 1554
Job Family: Information Systems
Classification: Support Professional
Terms of Employment:
FLSA STATUS: NON-EXEMPT

Position Summary

Under general supervision, troubleshoots, installs, maintains, operates, and supports network servers, operating systems, and related technologies. Also, performs maintenance on user accounts, passwords, and file system rights.

Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Maintains and enhances competency in related network server operating systems, such as Novell NetWare, Microsoft Windows, Linux, and/or VMWare.
2. Maintains and enhances competency in related network server hardware and peripheral technologies, such as tape drives, Redundant Array of Independent Disks (RAID) controllers, etc.
3. Participates in developing equipment and operating systems software specifications for new network servers and related technologies.
4. Assists in planning and implementing hardware/software systems installations and upgrades.
5. Assists in diagnosing network server malfunctions and coordinating/implementing repair activities.
6. Performs field support at Clark County School District schools, offices, or other locations as directed.

7. Supports all network server peripherals and supporting systems.
8. Leads small project teams in designing/implementing new technologies and systems.
9. Works primarily on low-to-medium risk/impact systems.
10. Provides guidance and assistance to peers and technicians.
11. Provides on-call support when needed.
12. Conforms to safety standards as prescribed.
13. Performs other tasks related to the position as assigned.

Distinguishing Characteristics

Involves detailed knowledge of network server hardware, operating systems, and related software technologies/protocols; performs system operation/support tasks and general troubleshooting activities.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of network server operating systems.
2. Knowledge of network server hardware and related components.
3. Knowledge of Transmission Control Protocol/Internet Protocol (TCP/IP) networking technologies and troubleshooting.
4. Knowledge of desktop computer hardware and software operating systems.
5. Knowledge of networked printer configuration and support.
6. Knowledge of the installation, configuration, troubleshooting, and repair of Uninterruptable Power Systems (UPS) supporting network server equipment.
7. Ability to discuss, understand, and explain technical problems with non-technical customers.
8. Ability to plan complex network server technology activities.
9. Ability to read and interpret complex technical documentation.
10. Ability to diagnose computer hardware and software malfunctions and initiate repairs.
11. Ability to create, edit, and maintain technical documentation.
12. Ability to make technical presentations to District staff and administrators.
13. Ability to recognize and report hazards and apply safe work methods.
14. Possess physical and mental stamina commensurate with the responsibilities of the position.

THE PROGRAMMING LANGUAGE(S), OPERATING SYSTEM(S), AND SOFTWARE APPLICATION(S) REQUIRED ARE CONTINGENT UPON THE CURRENT POSITION VACANCY, ADVERTISEMENT, OR ASSIGNMENT.

Position Requirements

Education, Training, and Experience

High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.) plus three (3) years of work experience in an Information Technology (IT)-related technical support field and two (2) additional years of detailed work experience supporting network servers, hardware/software, and related technologies; or,

Associate's degree (or two (2) years of college) with a major area of study in Information Technology (IT)-related areas such as Management Information Systems (MIS), Computer Science, Electrical Engineering, etc., plus one (1) year of work experience in an Information Technology (IT)-related technical support field and two (2) additional years of detailed work experience supporting network servers, hardware/software, and related technologies; or,

Bachelor's degree with a major area of study in Information Technology (IT)-related areas such as Management Information Systems (MIS), Computer Science, Electrical Engineering, etc., plus one (1) year of detailed work experience supporting network servers, hardware/software, and related technologies.

Licenses and Certifications

A valid driver's license or state-issued identification card.

Preferred Qualifications

1. Industry certification in the area of network server technologies, such as Certified Novell Engineer (CNE), Microsoft Certified Systems Engineer (MCSE), CompTIA Server+, etc.
2. Experience leading large and/or complex server-related technology projects and/or supervising teams performing related work.

Document(s) Required at Time of Application

1. Copy of a valid driver's license or state-issued identification card.
2. High school transcripts or other equivalent (i.e., GED, foreign equivalency, etc.)

3. College transcript(s), if applicable.
4. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

Clark County School District Technology and Information Systems Services Division and other District locations; air-conditioned and non-air-conditioned school equipment rooms; travel to and from schools and other District office settings.

Work Environment

Strength
Sedentary/medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand
Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Occasional climbing and crawling. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions
Climate-controlled office settings and exposure to weather with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to very loud for occasional to frequent time periods.

Hazards
Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment). Field work may involve access to AC and DC electrical circuits, sharp edges, ladders, and cramped spaces.

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, modems, telephones, fax machines, drills, punch-down tools, digital multi-meters, laser communication devices, data system and communications test equipment, and hand/power tools used in the installation and repair of technology equipment.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 05/30/23
- Created: 02/08/12