Network Technician III

Position Details

Class Code: 1560
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: Pay Grade 58 on the Support Professional Salary Schedule
FLSA Status: NON-EXEMPT

Position Summary

Under general supervision, troubleshoots, installs, maintains, and supports network communications equipment, cable plants, and related technologies requiring advanced technical skills.

Essential Duties and Responsibilities

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

1. Maintains and enhances competency with respect to network communications equipment, cabling materials, and installation specifications/standards.
2. Maintains and enhances competency in Transmission Control Protocol/Internet Protocol (TCP/IP) networking, including routing, bridging, switching, and wireless technologies and protocols.
3. Participates in developing equipment and operating systems specifications for new network communications equipment and related technologies.
4. Assists planning and implementing the installation/upgrade of hardware and software systems.
5. Assists in diagnosing network communications equipment and systems malfunctions; coordinates/implements repair activities.
6. Leads teams providing systems operations and support.
7. Leads project teams designing and implementing new technologies and systems.
8. Works primarily on moderate risk/impact systems.

9. Provides guidance and assistance to peers and technicians.
10. Provides on-call support.
11. Performs field support at Clark County School District (CCSD) schools, offices, or other locations, as directed.
12. Performs occasional research and development tasks with guidance/assistance from specialists.
13. Conforms to safety standards, as prescribed.
14. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves independent research, analysis, installation, support of network communications, hardware/software technologies, and related protocols.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of network communications systems.
2. Knowledge of TCP/IP networking technologies, protocols, and troubleshooting.
3. Knowledge of desktop computer hardware and operating systems.
4. Knowledge of network server systems and operations.
5. Knowledge of networked printer configuration and support.
6. Knowledge of cabling, termination, installation, troubleshooting, and repair including Category (CAT) 5 and CAT6 technologies.
7. Knowledge of fiber optic cabling, termination, installation, and repair including single-mode and multi-mode.
8. Knowledge of the installation, configuration, troubleshooting, and repair of Uninterruptible Power Systems (UPS) supporting networking communications equipment.
9. Ability to discuss, understand, and explain technical problems with non-technical customers.
10. Ability to plan complex network communications activities.
11. Ability to read and interpret complex technical documentation.
12. Ability to diagnose computer hardware/software malfunctions and initiate repairs.
13. Ability to create, edit, and maintain technical documentation.
14. Ability to make technical presentations to CCSD staff and administrators.
15. Ability to recognize and report hazards and apply safe work methods.

16. Possess physical and mental stamina commensurate with the responsibilities of the position.

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

Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (General Educational Development [GED], foreign equivalency, etc.).
2. Four (4) years of work experience in an Information Technology (IT)-related technical support field and three (3) additional years of detailed work experience providing operations/support assistance and troubleshooting for network communications hardware/software, cable plants, and related technologies; or, Associate's degree with a major area of study in IT-related areas, such as Management Information Systems (MIS), Computer Science, Electrical Engineering, etc.; plus, two (2) years of work experience in an IT-related technical support field and three (3) additional years of detailed work experience providing operations/support assistance and troubleshooting for network communications hardware/software, cable plants, and related technologies; or, Bachelor's degree with a major area of study in IT-related areas, such as MIS, Computer Science, Electrical Engineering, etc.; plus, three (3) years of detailed work experience providing operations/support assistance and troubleshooting for network communications hardware/software, cable plants, and related technologies.

Licenses and Certifications

Applicant/employee must be able to provide their own transportation.

Preferred Qualifications

1. Industry certification in network communication technologies such as Cisco Certified Network Professional (CCNP), CompTIA Network+, etc.
2. Experience leading large and/or complex network-related technology projects and/or supervising teams performing related work.

Document(s) Required at Time of Application

1. High school transcripts or other equivalent (GED, foreign equivalency, etc.).
2. College transcript(s) from an accredited college or university, if applicable.
3. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

CCSD Technology and Information Systems Services (TISS) Division, equipment rooms, travel to/from schools and other CCSD office settings.

Work Environment

Strength
Medium – exert force of 25-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand
Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, climbing, 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. Mobility to perform equipment installations and work in often cramped spaces. 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 and far acuity, and color vision. Vision to read printed and online materials, Video Display Terminal screens, 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).

Examples of Equipment/Supplies Used to Perform Tasks

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: 04/23/25
- Created: 02/28/12