

ACCESS Council
Employee Position Description & Responsibilities

Position Title:	Network Engineer - Network Support
Category:	Non-certified, FLSA Non-Exempt
Contract:	As approved by the ACCESS Governing Board and ACCESS policy.
Compensation:	Salary, insurance coverage and fringe benefits as established by the ACCESS Board of Directors.
Qualifications:	<p>The following qualifications are considered as guidelines:</p> <ul style="list-style-type: none">▪ Associate's Degree in Information Technology, Educational Technology, or related field.▪ Sufficient background and experience, or skills and knowledge of technology and application services offered by ACCESS.▪ Competence in network hardware configuration and troubleshooting.▪ Competence in Microsoft server and VMware virtualization environment.▪ Possess a high level of competence in application management.▪ Willing to work a flexible schedule, including evenings and weekends, as needed.▪ Skills and abilities to write and speak effectively in both small and large group settings.▪ Skills and abilities to train both small and large groups in the operation of complex technology programs.▪ Abilities and attributes to promote positive internal and external customer relations, including creating effective interpersonal relationships and projecting a professional image.▪ Such alternatives to the above qualifications as the Board may find appropriate and acceptable.
Reports to:	Director of Technology and/or Executive Director
Supervises:	None
Job Goal:	In summary, this position is responsible for providing Tier 1 & Tier 2 support of network services operations for ACCESS.

ACCESS Council
Employee Position Description & Responsibilities

PERFORMANCE RESPONSIBILITIES:

1. Work within the network team to support the day-to-day operation of the ACCESS network and server infrastructure. (data, voice, and wireless to include electronic devices such as routers, switches, filters, VMware, Linux, Windows servers, etc.)
2. Provides support in solving problems and answering questions regarding ACCESS network operations and procedures.
3. Assist with troubleshooting technical network issues received from customers.
4. Makes corrections to users' data, which cannot be accomplished by user-accessed computer programs, being certain to maintain audit trails.
5. Prepares documentation and instructions for users to insure the highest level of understanding and use of the system.
6. Assists ACCESS staff members to assure proper service levels.
7. Preserves a good working relationship with vendors, maximizing the support and assistance received.
8. Keeps informed of trends and practices in information technology, and educational technology by attending training classes or programs, visiting similar operations, by attending conferences, and by other appropriate means and assists in training in-services to convey what has been learned.
9. Protect the security of the data maintained by the ACCESS users as established in the ACCESS Security Policy and maintain confidentiality in all work responsibilities.
10. Set a professional image for ACCESS through the use of interpersonal skills. These skills include, but are not limited to, courteous manners, a positive attitude and cooperative demeanor.
11. Shall engage in an ongoing program of in-service/professional development in the areas of assignment. Performs other related duties as may be assigned by the supervising authority and/or the ACCESS Governing Board.

REQUIRED ETHICAL AND PROFESSIONAL ATTRIBUTES AND BEHAVIORS:

1. Is regular and prompt in attendance
2. Seeks opportunities to improve skills and grow professionally
3. Prepares an annual professional development plan to guide individual growth and performance improvement, support the ACCESS and program/department goals, and all service constituents.
4. Attends and actively participates in all required/assigned training sessions, meetings and other responsibilities

ACCESS Council

Employee Position Description & Responsibilities

5. Provides quality service to both internal and external colleagues and customers
6. Seeks opportunities to participate as a productive member of ACCESS and other committees and teams
7. Generates internal and external support for services
8. Represents the ACCESS and its service schools with professionalism at all times
9. Demonstrates at all times integrity and ethical behavior
10. Responds quickly to directions for improvement from supervisors
11. Maintains confidentiality in all job related discussions and communications

OTHER EXPECTATIONS AND DEMONSTRATED SKILLS AND ABILITIES:

1. Possesses a valid driver's license
2. Reads, analyzes and interprets data and reports
3. Writes reports, correspondence and other appropriate communiqués
4. Presents information and responds to questions effectively and efficiently
5. Prioritizes tasks, requirements and expectations in order to perform to a standard of excellence in service

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk, talk, or hear, and operate a computer and other technology devices. The employee must occasionally lift and/or move up to **50 pounds, such as notebooks, reports**, etc. Specific vision duties of this job include close vision.

The noise level in office work environments is relatively quiet, but may escalate in group settings. The noise level in classroom positions is often elevated.

This position requires meeting deadlines with severe time constraints. This position involves stress as a result of those time sensitive obligations, the responsibility to ensure that laws and regulations are followed, and the demands of maintaining communications with large and diverse publics.

The information contained in this job description is in compliance with the American with Disabilities Act and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals

ACCESS Council

Employee Position Description & Responsibilities

employed in this position as needed and assigned by the Administration and/or the Governing Board.

Administrators should communicate additions and changes in this job description in writing to the employee.

The ACCESS Council is an equal opportunity employer, and employs individuals without regard to race, religion or ethnicity.

This Job Description has been reviewed with me, I understand the duties and responsibilities which are expected of me, and my questions as of this date have been answered.

Signed, _____, Employee, on ____ / ____ / ____

Signed, _____, Supervisor, on ____ / ____ / ____