

REPORTS TO: ARES Technology Coordinator and Member School Leadership

QUALIFICATIONS

- Associates Degree (minimum) in information technology, computer science, systems engineering, or a related field
- Two years of experience in data network operations/design or a related field
- Demonstrate good verbal and written communication skills
- Such other qualifications as the Arkansas River Education Service Cooperative Board may require
- Career Ready Certificate is Preferred

SPECIAL KNOWLEDGE/SKILLS

- Ability to be dependable and report to work daily
- Knowledge of management and troubleshooting of a large data network or a large wireless network
- Knowledge of network monitoring tools
- Knowledge of data, voice, video, and wireless networks
- Ability to communicate orally and in writing and provide assistance in resolving technical issues
- Ability to read and comprehend technical documents to resolve problems
- Exhibit characteristics of being self-motivated and student-focused
- Ability to follow oral and written directions
- Ability to establish effective working relationships
- Cooperatively work in a team
- Exhibit effective communication skills
- Possess a servant spirit and willing to join a positive culture of learning, leadership, innovation and prosperity
- Demonstrate a professional presence when using personal and cooperative social media accounts

JOB GOALS

The Network Support Specialist is responsible for assisting in maintaining and troubleshooting the data, voice, video and wireless networks of the cooperative and member school districts. This position is governed by state and federal laws and agency policy.

PERFORMANCE RESPONSIBILITIES

- Maintain data, voice, video, and wireless networks for the Cooperative and member school districts
- Help evaluate network management and monitoring products, as well as other vendor products
- Monitor all network systems for potential problems
- Monitor network system levels and make recommendations for upgrades, in order to support new technology or user requests
- Help develop and maintain relationships with network users and vendors to provide best possible solutions to help with user requirements
- Support core network hardware and software installations and changes
- Maintain and support internet content filtering solutions for customers
- Instruct users on proper use of connecting and securing equipment to the network
- Perform other duties as assigned

TERMS OF EMPLOYMENT - 240 Day Contract on ARES Salary Schedule

SALARY - Based on educational attainment and years of experience.