

Hernando County School Board Florida

DISTRICT TECHNOLOGY INFRASTRUCTURE ANALYST

Required Qualifications:

- Associate's degree from an accredited institution in a technology field and three (3) years of progressively responsible experience in information technology/networking related field. Or in lieu of the degree requirement, a high school diploma and seven (7) years of progressively responsible experience in information technology/networking related field. (Note: an advanced degree supplement only applies if hired with a bachelor's degree or higher)
- Knowledge of current operating systems for Windows and Macintosh, wide area networks, wireless security, network routing protocols and voice over Internet Protocol (IP) Technology
- Experience in selection, installation, training and troubleshooting of networking, hardware and software
- Ability to perform tasks involving the intermittent performance of moderately physically demanding work, typically involving some combination of reaching, bending, stooping, kneeling or crouching, and that may involve the lifting, carrying, pushing and/or pulling of moderately heavy objects and materials (15-30 pounds)
- Valid Florida driver's license
- Ability to maintain effective working relationships with co-workers and DTSS technicians.

Desired Qualifications:

- A+ Certification
- Bachelor's degree in a technology field from an accredited college or technical school

Performance Responsibilities:

- Assist the Network Coordinator with the development and implementation of ongoing network specifications, modifications and maintenance plans related to technology
- Assist in the design, installation, management, and documentation of infrastructure including switches, routers, firewalls, intrusion detection/prevention systems as well as wiring and physical infrastructure
- Assist in the design, install, and provide ongoing support for the District network security infrastructure including firewall, Virtual Private Networks (VPNs), system patching, and managed anti-virus systems
- Assist in the administration and management of backup procedures and disaster prevention and controls for the network and district servers
- Administrate and manage various network hardware and software district-wide
- Assist in the management, upgrades and maintenance of end-user software and hardware
- Maintain updated working and technical knowledge of all industry enhancements

- Provide support to assigned DTSS technicians via e-mail, telephone, and in person
- Maintain district inventories with respect to hardware and software
- Provide support to assigned DTSS technicians with regard to upgrades, fixes, and new products related to technology
- Attend technical workshops and meetings as required
- Review open tickets for each assigned DTSS technician, provide prioritization and remotely resolve issues where needed
- Provide input to Network Coordinator on annual evaluations of DTSS technicians
- Research and evaluate innovative software and hardware systems for compatibility with existing district and school(s) software and hardware
- Provide technology assistance to customers via e-mail, telephone, and in person throughout the District
- Advise sites as to upgrades and new products related to technology
- Advise the Network Coordinator and Supervisor of Technology regarding software upgrades, equipment and training needed
- Advise sites as to alternative ways to automate and/or improve procedures related to the use of existing technology
- Support DTSS team prioritization, project tracking and resource allocation
- Perform other duties as assigned by the Supervisor of Technology and/or Network Coordinator and/or designee

Physical Demands:

Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force regularly or as needed to move objects

Reports to:

Reports directly to the Network Coordinator and/or designee

Evaluation:

Annual evaluation done by the Network Coordinator and/or designee

Terms of Employment:

12-month employment

Salary:

Salary based upon approved salary schedule - Professional/Technical/Supervisory Category D

Job Code:

92035

Board Approved: 12/10/19,06/11/24

Revised: 05/14/24,06/11/24,11/19/24