



Charter School Network Support Analyst

Class Code:
CHS 17300

Bargaining Unit: NON-BARGAINING
EMPLOYEE

CITY OF CAPE CORAL
Established Date: June 10, 2008
Revision Date: June 30, 2020

SALARY RANGE

\$21.11 - \$33.07 Hourly
\$43,908.80 - \$68,785.60 Annually

GENERAL STATEMENT OF JOB:

Under the general direction of the School Principal/Superintendent this is a technical and analytical position responsible for the overall operation, maintenance, administration, and integration of the Charter School Network, installing and repairing computer equipment/software and peripheral, and phone switch. This will include daily and monthly backups. Track work orders and time. Provide quotes or purchases of new equipment or software to management.

Individual(s) assigned to this classification must report to work per their assigned schedule.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Coordinates with ITS Network Administration as required in maintenance of school-based wiring plans and network documentation.
- Uses appropriate equipment to isolate and replace faulty data wiring, network equipment and related technologies.
- Assists in network equipment installation & upgrades – e.g., routers, switches, server upgrades/updates.
- Develop work order system to monitor service requests to ensure problem resolution and documentation – update work order system.
- Develop disaster recovery plan.
- Maintain inventory of all equipment.
- Establishes and maintains data communication support systems.
- Installs and troubleshoots Windows based network/work-station operating systems and hardware.
- Installs & troubleshoots server and client-based application software including the instructional and administrative applications required by school. (Additionally, the cafeteria Point of Sale System).
- Assists educators in planning for and in using technology in the instructional program.
- Manages the implementation of standard inventory, maintenance, and disaster recovery procedures for resources.

- Provides staff with information about new technology developments in their specific area of responsibility through research and recommends specific hardware and software that complement and support a diversity of instructional techniques.
- Assists in the development of the school technology plan.
- Participates in staff development training to update skills and such other in-service that may be provided by the City ITS Department, including technology seminars, conferences, and workshops relevant to the Charter School system's technology objectives.
- Recommends budget requirements and provide purchase order information for an effective school technology plan.
- Performs other duties as assigned.
- May be required to operate a motor vehicle in performance of assigned tasks.

• **MINIMUM QUALIFICATIONS:**

- High School Diploma/GED required.
- A+ and Network + Certifications from college or technical school; or two (2) years related experience and/or training; or equivalent combination of education or experience.
- Experience in troubleshooting microcomputer hardware configurations and application installation and maintenance.
- Experience in network Microsoft Server Administration.
- Ability to communicate clearly and work well with both technical and non-technical personnel.
- Knowledge of a variety of hardware and software platforms and technology trends that impact education.
- Must possess a valid state driver's license and obtain a valid Florida driver's license within thirty (30) days.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Skill in organization and interpretation of procedures.
- Interpersonal skills necessary for providing effective in service that encourages effective use of technology.

EXERTION TYPE:

- Medium Work. Position requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

OTHER PHYSICAL REQUIREMENTS:

The following selected physical activities are required to perform the essential functions of this position.

The physical requirements of this position.		
Physical Requirement	Description	Percent of Time
Balancing	Maintaining body equilibrium to prevent falling and walking, standing, or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount of balancing	10%

	exceeds that needed for ordinary locomotion and maintenance of body equilibrium.	
Climbing	Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.	10%
Crawling	Moving about on hands and knees or hands and feet.	10%
Crouching	Bending the body downward and forward by bending leg and spine.	10%
Feeling	Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.	80%
Finger Dexterity	Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.	90%
Grasping	Applying pressure to an object with the fingers and palm.	10%
Hearing	Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.	100%
Kneeling	Bending legs at knee to come to a rest on knee or knees.	10%
Lifting	Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.	10%
Pulling	Using upper extremities to exert force to draw, haul or tug objects in a sustained motion.	10%
Pushing	Using upper extremities to press against something with steady force to thrust forward, downward, or outward.	10%
Reaching	Extending hand(s) and arm(s) in any direction.	10%
Repetitive Motion	Substantial movements (motions) of the wrists, hands, and/or fingers.	90%
Seeing	The ability to perceive the nature of objects by the eye.	100%
Sitting	Particularly for sustained periods of time.	90%
Standing	Particularly for sustained periods of time.	10%
Stooping	Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.	10%
Talking	Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.	80%
Walking	Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.	10%
Every job duty in a job description need not always be specifically described, and any omission does not preclude the required performance of all duties that are job related.		



Charter School Network Support Analyst

Class Code:
CHS 173000

Bargaining Unit: CONTRACT EMPLOYEE

CITY OF CAPE CORAL
Established Date: Jun 10, 2008
Revision Date: Jun 13, 2017

SALARY RANGE

\$21.11 - \$33.07 Hourly
\$43,908.80 - \$68,785.60 Annually

GENERAL STATEMENT OF JOB:

Under the general direction of the School Principal/Superintendent this is a technical and analytical position responsible for the overall operation, maintenance, administration, and integration of the Charter School Network, installing and repairing computer equipment/software and peripheral, and phone switch. This will include daily and monthly backups. Track work orders and time. Provide quotes for purchases of new equipment or software to management.

Individual(s) assigned to this classification must report to work per their assigned schedule.

SPECIFIC DUTIES AND RESPONSIBILITIES:

Coordinates with ITS Network Administration as required in maintenance of school based wiring plans and network documentation.

Uses appropriate equipment to isolate and replace faulty data wiring, network equipment and related technologies.

Assists in network equipment installation & upgrades – e.g. routers, switches, server upgrades/ updates.

Develop work order system to monitor service requests to ensure problem resolution and documentation – update work order system.

Develop disaster recovery plan.

Maintain inventory of all equipment.

Establishes and maintains data communication support systems.

Installs and troubleshoots Windows based network/work station operating systems and hardware.

Installs & troubleshoots server and client based application software including the instructional and administrative applications required by the school. (Additionally the cafeteria Point of Sale System).

Assists educators in planning for and in using technology in the instructional program.

Manages the implementation of standard inventory, maintenance, and disaster recovery procedures for resources.

Provides staff with information about new technology developments in their specific area of responsibility through research and recommends specific hardware and software that complement and support a diversity of instructional techniques.

Assists in the development of the school technology plan.

Participates in staff development training to update skills and such other inservice that may be provided by the City ITS Department, including technology seminars, conferences, and workshops relevant to the Charter School system's technology objectives.

Recommends budget requirements and provide purchase order information for an effective school technology plan.

Performs other duties as assigned.

May be required to operate a motor vehicle in performance of assigned tasks.

MINIMUM QUALIFICATIONS:

High School Diploma or GED required. A+ and Network + Certifications from college or technical school; or two years related experience and/or training; or equivalent combination of education or experience. Experience in troubleshooting microcomputer hardware configurations and application installation and maintenance. Experience in network Microsoft Server Administration. Ability to communicate clearly and work well with both technical and non-technical personnel. Knowledge of a variety of hardware and software platforms and technology trends that impact education. Must possess a valid state driver's license and obtain a valid Florida drivers license within 30 days.

ADDITIONAL MINIMUM QUALIFICATIONS REQUIRED: KNOWLEDGE, SKILLS, AND ABILITIES:

Tasks involve some unassisted lifting, carrying, pushing and/or pulling of moderately heavy objects up to 50 pounds. (such as monitors and UPSs).

Skill in organization and interpretation of procedures.

Interpersonal skills necessary for providing effective in service that encourages effective use of technology.



The School District of Lee County

Job Description

JOB TITLE: Analyst, Information Security Assurance

FLSA STATUS:	Non-exempt	PAY GRADE:	Market Rate
SALARY SCHEDULE:	Supervisory/Technical/Confidential	JOB CODE:	500125
BARGAINING UNIT:	Non-bargaining	DAYS PER YEAR:	255
WORKER'S COMP CATEGORY:	9101 - All Other		

MAJOR FUNCTION:

Identify threats, define business requirements, and recommend technical approaches to ensure the confidentiality, integrity, and availability of information systems across the organization. Develop relationships and work with teams and individuals to understand and document current processes and policies and identify critical information assets.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in information systems, information technology, information security assurance, computer engineering, computer science, or cybersecurity.
- Five (5) years of information technology infrastructure and/or software engineering experience, preferably in security assurance.
- Certified Network Defense Architect (CNDA), Certified Information Systems Security Professional (CISSP), Certified Information Systems Auditor (CISA), or equivalent industry certification preferred.

Such alternatives to the above qualifications as the Board may find acceptable.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Self-initiated ability for analyzing, debugging, and tracking security issues.
- Knowledge of and experience in analyzing logs (Splunk preferred).
- Knowledge of and experience in researching different types of technical security threats and recommending mitigating actions.
- Knowledge of computer security, authentication techniques, operational procedures, and general practices in an enterprise information technology infrastructure.
- Ability to proficiently write and maintain technical plans, information technology policies, and official memorandums intended for executive leadership.
- Skill in Microsoft Office Suite and Visio or equivalent toolset.
- Oral and written communication skills.
- Ability to work with diverse groups of people.
- Knowledge of and experience with industry-standard computer applications.

REPORTS TO: Director, Information Security Assurance or Designated Administrator



The School District of Lee County

Job Description

ESSENTIAL JOB FUNCTIONS:

- Conduct or coordinate risk assessments, vulnerability scans, and penetration tests on District systems, document findings, and recommend risk mitigation strategies.
- Coordinate security training and assist with awareness programs.
- Create and maintain documentation of security incidents and provide reports to District management and external regulatory agencies.
- Identify risks and implement mitigation plans to protect District information across multiple complex systems that may have diverse custodianship and hosting locations, including traditional locally-hosted datacenters and remote environments.
- Meet with department team members to identify and diagram current state of information systems processes and data management.
- Monitor and maintain information security assurance compliance data logs to ensure departments adhere to District policies.
- Perform reviews of various security logs on a regular basis, following Information Systems Division policies for reporting possible security violations.
- Proactively participate in security and technology groups and associations.
- Serve on incident response teams to gather and preserve evidence, document causes and impacts, coordinate recovery, and enact post-incident security enhancements.

OTHER JOB FUNCTIONS:

- Attend staff meetings and participate in conferences and other trainings to enhance job performance.
- Seek out professional development opportunities and maintain professional licensure and certifications.
- Promote the District's interest in increasing student achievement by working with the educational interests of students in mind at all times.
- Maintain positive communication with colleagues, community members, parents, and students to promote an increase in community engagement in education.
- Support the retention of Highly Effective and Effective employees by exhibiting professionalism and making positive contributions to workplace morale.
- Promote a culture of high performance and continuous improvement by valuing learning and making a commitment to quality.

EXERTION TYPE:

- Light work. Position requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

OTHER PHYSICAL REQUIREMENTS:

The following selected physical activities are required to perform the essential functions of this position.



The School District of Lee County

Job Description

The physical requirements of this position. (Please check all boxes that apply)		
Physical Requirement	Description	Percent of Time
<input checked="" type="checkbox"/> Balancing	Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.	10%
<input checked="" type="checkbox"/> Climbing	Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.	10%
<input checked="" type="checkbox"/> Crawling	Moving about on hands and knees or hands and feet.	10%
<input checked="" type="checkbox"/> Crouching	Bending the body downward and forward by bending leg and spine.	10%
<input checked="" type="checkbox"/> Feeling	Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.	80%
<input checked="" type="checkbox"/> Finger Dexterity	Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.	90%
<input checked="" type="checkbox"/> Grasping	Applying pressure to an object with the fingers and palm.	10%
<input checked="" type="checkbox"/> Hearing	Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.	100%
<input checked="" type="checkbox"/> Kneeling	Bending legs at knee to come to a rest on knee or knees.	10%
<input checked="" type="checkbox"/> Lifting	Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.	10%
<input checked="" type="checkbox"/> Pulling	Using upper extremities to exert force in order to draw, haul, or tug objects in a sustained motion.	10%
<input checked="" type="checkbox"/> Pushing	Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward.	10%
<input checked="" type="checkbox"/> Reaching	Extending hand(s) and arm(s) in any direction.	10%
<input checked="" type="checkbox"/> Repetitive Motion	Substantial movements (motions) of the wrists, hands, and/or fingers.	90%
<input checked="" type="checkbox"/> Seeing	The ability to perceive the nature of objects by the eye.	100%
<input checked="" type="checkbox"/> Sitting	Particularly for sustained periods of time.	90%
<input checked="" type="checkbox"/> Standing	Particularly for sustained periods of time.	10%
<input checked="" type="checkbox"/> Stooping	Bending body downward and forward by bending spine at the waist.	10%



The School District of Lee County

Job Description

	This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.	
<input checked="" type="checkbox"/> Talking	Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.	80%
<input checked="" type="checkbox"/> Walking	Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.	10%

TERMS OF EMPLOYMENT:

Twelve month year. Salary as established by the Board.

JDE NUMBER: A-13.11

BOARD ADOPTION: 8-27-19

REVISIONS: COMPENSATION & LABOR RELATIONS WILL COMPLETE

REVIEWED: COMPENSATION & LABOR RELATIONS WILL COMPLETE

Every job duty in a job description need not always be specifically described, and any omission does not preclude the required performance of all duties that are job related.