

SYSTEMS



ADMINISTRATOR I

Information Technology Department

Purpose:

The Systems Administrator I provides tier-three support to resolve complex matters related to devices and servers, and to provide ongoing systems monitoring and compliance.

Reports to: Administrator for Technology Services

Nature & Scope:

The Systems Administrator I performs work of a specific nature under general supervision. The nature of the work requires adherence to standard procedures, as well as policies and regulations. Independent judgment and decision making is required in matters not having established procedures. As a member of the Information Technology Department, the Systems Administrator I engages with highly sensitive information and must maintain absolute integrity of systems and confidentiality of classified data. Although the System Administrator I does not have supervisory responsibilities, the incumbent interfaces with numerous employees across the district at all levels of the organization.

Essential Job Functions:

1. Conducts oneself in the best interest of students, in accordance with the highest traditions of public education and in support of the District's mission.
2. Assists with the administration of the District's core information systems and services. Plans, tests, implements and provides troubleshooting support on devices, software, systems, and servers.
3. Interacts directly and project-manages with vendors in the troubleshooting of complex technical problems.
4. Assists with researching and maintaining the operations of systems and servers.
5. Applies patches and upgrades in a timely manner.
6. Tests systems prior to deployment.
7. Writes technical instructions and documentation.
8. Participates in the research and development of necessary tools, processes, and documentation needed to maintain movement towards current strategic goals of the District. Assists in the development and implementation of policies and procedures to ensure integrity and availability of core information system
9. Supports the installation and management of various server and client operating systems.
10. Provides tier-two and tier-three support and problem resolution for computers, mobile devices, and peripherals, including support for network connectivity, application software and printer configuration.

11. Performs scripting tasks.
12. Maintains directory services across District network.
13. Supports a variety of database systems.
14. Identifies, monitors, and tracks Districtwide technical issues.
15. Provides systems monitoring to ensure high levels of data and system availability.
16. Assists with the design, implementation and support of enterprise services.
17. Supports data backup, disaster recovery, and data compliance strategies.
18. Provides systems administration support for core enterprise applications.
19. Provides ongoing technical training and mentorship to the Technology Support Specialist I (TSS I), Technology Support Specialist II (TSS II) and Technology Help Desk Specialists.
20. Maintains effective working relationships with other members of the Department as well as other school personnel and community members, including those from diverse cultures or backgrounds or those who speak limited or no English.
21. Complies with all procedures outlined in the *Code of Professional Conduct* and *Annual Notices for Education Practitioners, Teachers, Support Staff, Administrators, Substitutes Handbook*; and all other Beaverton School District Policies and Procedures.

The statements contained above reflect general details as necessary to describe the principal functions of this job but should not be considered an all-inclusive listing of work requirements. Individuals may at times perform other duties as assigned which could include work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Required Qualifications:

1. Bachelor's Degree in computer science or related field.
2. Must possess two years' experience with daily system administration of operating systems in test and production settings, including server configuration, file systems, devices and device drivers, data communications, monitoring, and basic networking.
3. In lieu of requirements #1 and #2, must have six years' combined education (Associate's Degree/Technical Trade School Certificate) and experience necessary to perform the job related to daily system administration of operating systems in test and production settings, including server configuration, file systems, devices and device drivers, data communications, monitoring, and basic networking.
4. Must possess experience with Active Directory in an enterprise environment.
5. Must possess experience with scripting languages used in the administration of enterprise applications.
6. Must demonstrate experience writing technical documentation.
7. Must possess experience with enterprise application management.
8. Must demonstrate knowledge of networking protocols and distributed computing environment concepts, including Transmission Control Protocol/Internet Protocol (TCP/IP), User Datagram Protocol (UDP), and Simple Network Management Protocol (SNMP).
9. Must possess experience with troubleshooting complex technical issues and conducting effective research to resolve problems.
10. Must be able to communicate effectively, both orally and in writing. Must read, understand, and follow multi-step written and verbal instructions in English.

11. Must be able to pass a criminal background check.
12. Must possess an Oregon or Washington Driver's License.

Working Conditions:

The Systems Administrator I, works primarily within administrative centers, schools, and office buildings, traveling frequently throughout the District. The work environment is often controlled and quiet, but the work environment will also frequently include moderate to loud noise. The Systems Administrator I must be able to lift and move computer equipment, up to 50 lbs. without assistance, and the role requires regular focus on a computer screen.

The incumbent is required to sit, stand, have finger/hand dexterity for working on computers for extended periods of time. Standing, walking, bending, stooping, kneeling, and standing/working on ladders will be required on occasion. The work environment may include exposure to unpleasant interior temperatures, dirt, wetness, and communicable diseases. Potential exposures include, but are not limited to: blood-borne pathogens; allergens; dirt; odors; dust; cold and hot temperatures; and unpredictable behavior from students.

Work Year: 260 days

Bargaining Unit: OSEA

FLSA Status: Non-Exempt

Date Approved: February 14, 2019

Date Revised: December 31, 2018

The Beaverton School District recognizes the diversity and worth of all individuals and groups. It is the policy of the Beaverton School District that there will be no discrimination or harassment of individuals or groups based on race, color, religion, gender, sexual orientation, gender identity, gender expression, national origin, marital status, age, veteran status, genetic information or disability in any educational programs, activities or employment.