



Job Description

NETWORK ADMINISTRATOR/SYSTEMS ADMINISTRATOR

DEFINITION:

Under the direction of the Director of Information Technology, coordinate the implementation and maintenance of operations supporting network security, internet connectivity, and network operations. Plan, design, install, monitor, and resolve problems with complex local area networks (LANs) and wide area networks (WANs). Perform computer and peripheral repair and maintenance and assist with hardware and software installation. Provide training and technical assistance to staff related to operations of the district's administrative and instructional support systems. Provide district departments and personnel with information technology and procedural solutions to support specific functionality requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides top tier support to EUSD technology.
- Assumes project level responsibilities on database design, data warehousing, web development and network infrastructure, to include planning, development, implementation, and maintenance.
- Assists in coordinating the implementation and maintenance of local area networks (LAN) and wide area networks (WAN).
- Performs diagnostics and analysis on network equipment and monitors traffic on all network and telecommunications devices for errors and defects, making recommendations and taking corrective action as needed, including remediating congestion.
- Interfaces with telecommunications service providers to maintain proper working operations as appropriate.
- Installs, upgrades, secures, monitors, and troubleshoots current hardware and software systems by ensuring application systems and computing operations run with optimal performance and security.
- Actively resolves problems and issues with computer and server systems to limit work disruptions.
- Develops, maintains, and updates systems and end-user documentation in accordance with established standards and procedures.
- Prepares daily/weekly reports, updates Web Help Desk Ticketing System, Time Allocation Sheets, and Project Planning documents, to include completed weekly priority tasks and proposed informational technology requests.
- Monitors information technology resource activity.
- Supports all software, database, and web-based applications as used by the District.
- Serves as a technical resource to the Information Technology Department.
- Maintains designated file and application servers.

- Manages user accounts as necessary for correct network operations.
- Maintains records related to network nodes, network equipment, data cabling, location of equipment, software versions and protocols.
- Obtains system requirements, schedules and implements strategy and feasibility studies as needed.
- Encourages district staff to use information technology best practices.
- May be assigned, on a rotating basis, to work at various district and school sites, to provide technical support.
- Performs other related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Tools, equipment, and methods used in the diagnosis, repair, and installation of computer hardware, peripheral equipment, and network equipment
- Routers, switches, VoIP, and wireless communications
- Domain Name Service (DNS) operations, queries, records, and zones
- Windows Powershell, and Automation Scripting Languages (ASLs)
- Full Microsoft stack, including Microsoft/Azure Active Directory (AD) and Group Policy Objects (GPOs) to SQL Server Database management
- Microsoft Exchange and Windows Server (on-premises and cloud/hybrid)
- Windows Virtual Machine (VM), Internet Information Services (IIS)
- Office 365 and Microsoft Azure services
- Amazon Web Services (AWS)
- VMware, Linux and security appliances (firewalls, routers, switches), and VPN appliances
- Client/server, multi-tiered intranet/internet/extranet architecture and technologies
- Proficient knowledge of principles, concepts, methods of applicable computer and network technology, standard microcomputer operating systems and software used in a network environment/school environment
- Interpersonal skills using tact, patience, and courtesy
- Correct English usage, spelling, grammar, punctuations and arithmetic

Ability to:

- Learn and use new programming languages and techniques
- Analyze complex administrative functions and information requirements
- Provide analytical and technical direction and decision
- Assist customers in determining technology requirements
- Prepare reports using Systems Development Life Cycle (SDLC) methodologies on new technology
- Develop efficient and secure systems
- Work in a team development environment
- Meet schedules and timelines
- Be flexible, patient, and work well under pressure
- Maintain confidentiality and use discretion
- Communicate effectively orally and in writing
- Understand and follow oral and written directions
- Learn the procedures, functions and limitations of assigned duties
- Establish and maintain cooperative relationships
- Maintain regular and consistent attendance

EDUCATION AND EXPERIENCE:

- Bachelor's degree in information systems, computer science, or directly related field OR Any combination of education, experience, and/or training equivalent to graduation from a recognized college or university.

PHYSICAL DEMANDS:

The physical demands described here 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 talk or hear. The employee frequently is required to use hands and fingers, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; and stoop, kneel, crouch, or crawl.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate

- Travel between school locations
- Hearing and speaking to exchange information
- Seeing to perform assigned duties
- Sitting or standing for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard and other office equipment
- Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies
- Lifting objects up to 25 pounds

OTHER TERMS OF EMPLOYMENT:

- Possession of an appropriate, valid California driver's license and employee-provided transportation required.
- Fingerprint Clearance
- Physical and Drug Screen Clearance - Physical and Drug Screen will be at district expense and must be obtained at district contracted facility
- TB Clearance

Range 23

Approved: 10/12/2021