

BRIEF DESCRIPTION OF POSITION

Under the direction of the Director of Learning Support Services, the Senior Systems Administrator will perform and manage a variety of highly complex and specialized activities involved in the planning, design, set-up, installation, configuration, operation, development, modification, maintenance and repair of Local Area Network (LAN), Wide Area Network (WAN), and other District network systems and related servers, equipment, hardware, software and applications; administer, analyze and assure proper use, connectivity, security and operation of District network systems.

STATEMENT OF TYPICAL DUTIES

Essential Duties

- a. Perform a variety of highly complex and specialized activities involved in the planning, design, set-up, installation, configuration, operation, development, modification, maintenance and repair of LANs, WANs and other network systems and related hardware, software and applications, administer network services, monitor and evaluate network performance, and identify problems or concerns.
- b. Inspect, troubleshoot and diagnose network system, server, hardware, software and application malfunctions to assure smooth running of network systems; resolve network and system problems, malfunctions and connectivity issues; administer, monitor and maintain network system servers; make necessary system alterations and assure proper functioning and integrity of networks and data.
- c. Install, configure and assure smooth and efficient operation of network hardware, cabling, wiring, hubs, routers, switches, wireless access points, communication links, and other network components; repair and replace cabling, equipment and devices as necessary; install, configure and assure smooth and efficient operation of network system servers.
- d. Perform a variety of network administration activities including establishing and maintaining user accounts, passwords, domains, permissions, e-mail accounts, internet connectivity, firewalls and designated programs; analyze and respond to requests for network system and server installations, upgrades and modifications; determine appropriate hardware and software to meet requests.
- e. Install and maintain server and workstation software, applications and operating systems; test applications to assure proper operation; configure hardware and software to assure network access and smooth system operations; troubleshoot and resolve operating system malfunctions; install software and application upgrades, patches and updates as needed.
- f. Provide technical assistance, training and user support to District personnel concerning networks and databases; respond to inquiries and provide detailed and technical information concerning network design, equipment, hardware, software, routing, security, connectivity, configuration, malfunctions, applications, practices, techniques and procedures; conduct individual and group trainings.
- g. Install, maintain, repair and assure proper operation of District telephone systems and related equipment; troubleshoot, diagnose and resolve telecommunication system malfunctions; install, setup and replace switches, wiring and other system components; monitor telecommunication traffic patterns and assure optimal service, minimal downtime and smooth system operations.
- h. Prepare user stations and computer equipment for staff use; install and configure software and hardware; connect workstations to network server and assure proper operation; troubleshoot, diagnose and repair computer workstations and related hardware and software as needed; install and maintain printers, monitors, projectors and other peripherals

- i. Monitor and maintain network system security; install, run and configure anti-virus and anti-spam programs and filters to prevent and reduce e-mail and internet threats and viruses; implement anti-virus solutions and security patches; troubleshoot and resolve security issues.
- j. Participate in the planning, design, installation, configuration and modification of LANs, WANs and other network systems; estimate equipment, material, hardware, hardware, time and cost requirements for network.
- k. Provide for the effective and efficient storage, retrieval, customization and archiving of data on servers; troubleshoot and resolve network and server-related database problems and malfunctions; assure data integrity; move, compress and delete files to provide for program running as needed.
- l. Monitor, control and assure proper network usage, security, traffic, resource allocation, bandwidth and connectivity; analyze and correct security-related connectivity issues; install and maintain content filtering hardware and software.
- m. Communicate with District personnel and various outside agencies to exchange information and resolve issues or concerns.
- n. Operate a variety of computers, servers, peripherals and specialized software; utilize standard hand tools; drive a vehicle to conduct work.
- o. Research and evaluate new technologies for possible implementation; confer with users concerning system needs; provide recommendations concerning the purchasing and implementation of new technologies including network hardware and software.
- p. Maintain various records related to network systems, servers, hardware, software, installations and assigned activities; maintain and update diagrams of District network infrastructure and communication links.
- q. Attend mandatory trainings as required by your position. Remain abreast of current trends and practices related to network design and implementation in an educational environment.
- r. Performs other duties as assigned. Follows OUHSD rules, policies, procedures, applicable laws, and standards. Must be flexible to work outside normal business hours. Ability to be a team player and willingness to lend a hand with any projects.

KNOWLEDGE AND ABILITIES

Knowledge:

- Practices, procedures and techniques involved in the planning, design, set-up, installation, configuration, operation, development, modification, maintenance and repair of LANs, WANs and other network systems and related hardware, software and applications
- Principles, methods and procedures of operating computers, networks and peripheral equipment
- Network utilities and design and program applications
- Networking standards, requirements, layout and infrastructure related to educational organizations
- Materials, methods and tools used in the operation, installation and repair of computer and network systems
- WAN and LAN usage, implementation and network terminology
- Principles, theories and techniques of network design
- Applicable types of cabling systems, servers, hubs, routers and other related equipment Installation, maintenance and repair of computer hardware, software and peripheral equipment
- Principles and techniques of systems and network analysis
- Computer hardware systems, software applications and networking standards utilized by the District
- Documentation, record-keeping and report preparation techniques
- Interpersonal skills using tact, patience and courtesy
- Oral and written communication skills.

Ability to:

- Perform a variety of highly complex and specialized activities involved in the planning, design, set-up, installation, configuration, operation, development, modification, maintenance and repair of LANs, WANs and other network systems and related hardware, software and applications;
- Administer, evaluate and modify network systems to assure proper operation and connectivity;

- Troubleshoot, diagnose and resolve problems with computers, networks, hardware, software and related peripherals;
- Participate in the planning, design, installation, configuration and modification of LANs and WANs;
- Install and assure proper operation of server and workstation software and applications; Perform a variety of network administration activities including establishing and maintaining user accounts, passwords, security applications, e-mail accounts and internet connectivity;
- Repair and replace network hardware as needed;
- Create and deliver presentations to Administration and the Board of Trustees.
- Maintain network system security, servers and databases;
- Provide for effective and efficient storage, retrieval, customization and archiving of data;
- Install, configure and document network hardware, cabling and related equipment; Meet schedules and time lines;
- Work independently with little direction;
- Maintain various records related to work performed;
- Communicate effectively both orally and in writing;
- Establish and maintain cooperative and effective working relationships with others;
- Maintain Regular Attendance.

EDUCATION AND EXPERIENCE

- a. Any combination equivalent to: Bachelor's degree and Three (3) years' experience involving the planning, design, installation, maintenance and repair of network systems and related servers, equipment, hardware and software. Associate or Bachelor Degree in Information Technology preferred. Experience with Microsoft Windows Server, Microsoft Exchange, Microsoft Active Directory, Microsoft Lync preferred.
- b. Current Microsoft Certified Solutions Expert (MCSE) preferred.

PHYSICAL CHARACTERISTICS

Must be able to bend, stoop, reach, lift and stand for prolonged periods; see to read fine print; depth perception to file; use hands and fingers to operate office equipment and basic tools associated with installation and maintenance of network and computer equipment; speak clearly; and hear well enough to communicate effectively in person and on the telephone to be able to perform all job-related duties. Must be able to lift up to 35 lbs.

WORKING CONDITIONS

Data Processing Center environment; subject to occasional noise from computer related equipment.