

**PLEASANTON UNIFIED SCHOOL DISTRICT**  
**Job Description**

|                                 |                        |                              |                                  |
|---------------------------------|------------------------|------------------------------|----------------------------------|
| <b>Title:</b>                   | Systems Administrator  | <b>Reports to:</b>           | Program Administrator/Supervisor |
| <b>Job Category:</b>            | Information Technology | <b>Classification Unit:</b>  | Classified                       |
| <b>Board Approval:</b>          | 8/11/2022              | <b>Current Salary Grade:</b> | Salary Schedule B, Range D       |
| <b>Job Description Revised:</b> |                        | <b>FLSA Status:</b>          | Non-Exempt                       |

**JOB SUMMARY:**

Under the general supervision of the Program Administrator/Supervisor, performs skilled work and complex technical duties involved in the installation, configuration, maintenance, troubleshooting and repair of a variety of physical and logical information technology infrastructure; evaluates, recommends, installs, and supports District servers and related software and hardware; is responsible for all facets of the systems security, diagnosis, and resolution of hardware and software problems; serves as the escalation point for issues pertaining to servers/services.

**ESSENTIAL FUNCTIONS:**

- Oversee and direct the installation, configuration, and maintenance of servers and related equipment to carry data, voice, and video communications.
- Perform a variety of complex technical duties involved in the installation, configuration, maintenance, troubleshooting, and repair of a variety of physical and logical information technology infrastructure including nodes, security, wired and wireless networks, computer hardware, software, and peripherals.
- Performs a variety of technical functions pertaining to the installation and maintenance of VOIP phone services and voicemail systems.
- Develop and maintain up-to-date documentation for servers. Conveys information to co-workers as appropriate regarding server interface protocols.
- Assist with routine data server backups, including replication, recovery, and disaster recovery plans.
- Participates in troubleshooting to resolve systems hardware and operations problems, including but not limited to connectivity, Internet access, electronic mail, and file servers.
- Develops, coordinates, monitors, and maintains District database systems and operations.
- Remotely diagnose and resolve end-user software issues as it relates to the server.
- Troubleshoot and resolve server and related IT systems problems to ensure user’s access to District networks/systems and recommends/implements solutions.
- Research a variety of topics as requested (e.g. discrepancies, current practices, policies); provide information and recommendations.
- Contact vendors for quotations on hardware, software items, equipment, and services; procure equipment, supplies, and materials; and maintain availability of required items.
- Prepare and generate a variety of records, reports, correspondence, memos, logs, listings, (e.g. bids, contracts, inspection records, invoices, maintenance records, vendor listings, purchase orders).
- Respond to inquiries from a variety of internal and external parties (e.g. district personnel, vendors, general public); provide information, facilitate communication among parties, resolve issues, and provide direction as needed.

- Request equipment, supplies, and materials; maintain availability of required items and complete jobs efficiently.
- Operate a variety of job-related equipment, including a computer and assigned software; operate tools used in the repair and maintenance of telephone devices and related computer equipment.
- Drive a vehicle to conduct work.
- Participate in professional development training courses in the areas of computer operating systems, network administration and/or VOIP telecommunications systems.

**OTHER JOB-RELATED DUTIES:**

- Perform related duties within the scope of the job classification as assigned.

**REQUIRED QUALIFICATIONS:**

Knowledge of:

- Server management and monitoring, including but not limited to group policies and other system solutions to manage physical and virtual IT environments across datacenters, client computers, and devices.
- Network operating and security systems.
- Computer operating systems on multiple platforms and configurations.
- Email and Voice over Internet Protocol (VOIP) telecommunications terminology and principles.
- Set-up/installation and troubleshooting of computer operations systems, phone systems, and devices.
- Peripheral hardware equipment.
- General programming languages.
- Specific administration of Google G Suite for Education as it relates to the configuration and installation of computers and software.
- Active Directory users and servers.
- TCP/IP configurations.
- Inventory methods and practices.
- Pertinent software applications and blueprints.
- Basic English usage, grammar, spelling, punctuation, and vocabulary.
- Methods, equipment and materials used in the maintenance and repair of technology equipment.
- Proper methods of storing equipment, materials and supplies.
- Methods and techniques for tracking and managing services calls, tickets, and/or requests.

Ability to:

- Analyze complex technical problems, evaluating alternatives, and recommending effective courses of action.
- Perform clean server and systems installations with proper installation techniques.
- Support existing communications systems and upgrades, replacements, and migrations of computer network systems, software applications, phones, devices, and related equipment.
- Perform multiple technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.
- Troubleshoot complex, integrated hardware and software systems using tools, hardware, or software.
- Research, analyze, and recommend new system software and hardware.
- Engage external resources to solve problems.
- Gather, collate, and classify data.
- Prepare and maintain accurate records, data, and reports.

- Write and revise system documentation.
- Read and process technical information.
- Compose a variety of documents.
- Work cooperatively and effectively with others or independently under time constraints.
- Work independently with little supervision
- Work with a high level of interruptions, meet deadlines and schedules.
- Plan and manage projects independently.
- Organize and prioritize work to meet deadlines, timelines, and schedules.
- Schedule activities and meetings.
- Facilitate group discussions.
- Travel to multiple sites and/or locations to carry out the functions of the position.
- Analyze situations to define issues and draw conclusions.
- Understand complex, multi-step written and oral instructions.
- Operate a variety of job-related equipment, including a computer, printer, peripheral devices, and assigned software.
- Operate equipment and tools used in computer repair and maintenance.
- Adhere to safety practices.
- Perform complex math, including algebra, geometry, and calculations using fractions and percentages.

**EDUCATION AND EXPERIENCE:** Any combination of education and experience that provides the required knowledge, skills, and abilities.

Education: Associate degree and/or Vocational School degree with study in a job related area.

Experience: A minimum of five (5) years of progressively responsible experience in systems administration in a complex technical computer/network environment.

Required licenses, certificates, continuing education, training, and other requirements:

- Possession of a valid California driver's license.

**DESIRABLE QUALIFICATIONS:**

- BA/BS in Computer Science, Information Systems or comparable major.
- Supplemental Technical School coursework in the field of computer technology and network administration.
- Additional training/education in the field of technology is preferred.
- Information technology industry certifications preferred.
- Experience in K-12 school district environments is highly desired.

**WORKING CONDITIONS:**

Environment: Indoor/office work environment.

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.

- Occasional lifting, carrying, pushing, and/or pulling.
- Some stooping, kneeling, crouching, and/or crawling.
- Significant fine finger dexterity.
- Generally, the job requires 70% sitting, 10% walking, and 20% standing.

Hazards:

- N/A

**OTHER:**

Required Testing:

- Pre-employment Test.

Clearances:

- State Mandated Training
- Criminal Justice/Fingerprint Clearance.
- TB Clearance.

*Pleasanton Unified School District is an Equal Opportunity Employer. The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.). Reasonable accommodations are made under A.D.A. as required by law.*