

PLEASANTON UNIFIED SCHOOL DISTRICT
Job Description

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

JOB SUMMARY:

Under the general supervision of a Program Administrator/Supervisor, provide a high level of technical support for Technology Services as well as provide maintenance and administrative functions for various District server and network systems; troubleshoot and repair District server and network systems;; build, design, and recommend district systems and services for all data, voice and video communications; oversee and direct installation, configuration, and maintenance network and server related equipment; serves as the chief security agent to implement and assess cybersecurity issues and takes appropriate corrective actions for recovery; serve as a technical liaison to department management.

ESSENTIAL FUNCTIONS:

- Oversees the administration and maintenance of the server-side of software systems and databases, including VMWare, Microsoft Active Directory, SQL Server, Linux, Windows Servers, and Google Admin Console.
- Lead and provide training, technical onboarding and ongoing guidance to assigned technical team members.
- Implement, recommend, maintain security-based systems and applications (e.g., spam, anti-virus, SIEM).
- Participate in the administration of all network systems, including firewall, switches, content filters, Wi-Fi controllers, RADIUS/DNS/DHCP servers, VOIP servers, cabling, and other network components.
- Monitor and report server performance, utilization, trends, and recommendations for changes in information technology systems, structures, and procedures.
- Troubleshoot and resolve high-level network problems to ensure user’s access to District networks/systems and recommends/implements solutions.
- Participate in the administration of email and cloud-based productivity software (e.g., Google Apps for Education); monitor and handle email account security and dispatch appropriate resources.
- Provide highest-level support for the District and interfaces with external support teams as needed.
- Assist with coordinating training and services of site-based Information Technology Specialist
- Assist sites with site-specific new software and hardware, both implementation and maintenance; ensure network compatibility with these products.
- Participate in the evaluation and acquisition of new server and network software/hardware;

- assist with the implementation of system upgrades and installations as directed.
- Design and manage digital file backup systems.
- Serve as senior troubleshooter for implementation and ongoing function of site and District-based software programs.
- Represent the District and Technology Department at various meetings and committees to ensure software needs are met and the required data is provided.
- Maintain confidentiality of privileged and sensitive information.
- Collaborate, plan, and support various District divisions/departments with significant or major projects.
- Participate in professional development training courses in the areas of computer operating systems, cybersecurity, server management, 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:

- Windows Server Environment and Windows Server Roles including but not limited to Active Directory, DFS, DHCP, DNS, File and Storage Services, Network Policy and Access Services, Print Services, Remote Desktop Services, Web Server (IIS), Windows Deployment Services (WDS), Windows Server Update Services (WSUS).
- 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.
- Email and Voice over IP server technologies.
- Virus and SPAM technologies.
- Server virtualization technologies (e.g., VMware, Hyper-V, etc).
- Networking environment and how it pertains to the proper operation of servers and related systems.
- Understanding of network and telecommunications topology and protocols, system integration.
- Methods, tools, and equipment used in the installation and service of hardware and software.
- Applicable computer operating systems and advanced understanding of network technologies.
- Basic English usage, grammar, spelling, punctuation, and vocabulary.
- Principles and practices of leading the work of others and training.
- Administration of complex enterprise collaboration and productivity systems.
Data/information privacy regulations.

Ability to:

- Analyze complex technical problems, evaluating alternatives, and recommending effective courses of action.
- Perform clean server and systems installations with proper installation techniques.
- Read, analyze, interpret, apply and explain rules, regulations, policies and procedures related to the position.
- Identify issues and select action plans.
- Maintain confidentiality of privileged and sensitive information.
- Problem solve with data, frequently requiring independent interpretation of guidelines.

- Be attentive to detail.
- Develop logical conclusions and effective solutions.
- Lead and provide training and ongoing guidance to staff.
- Solve practical problems. Research, analyze, and recommend new system software and hardware.
- Understand complex, multi-step written and oral instructions.
- Analyze situations to define issues and draw conclusions.
- 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: BA/BS in Computer Science, Information Systems or comparable major.

Experience: Five (5) years of increasingly responsible job-related experience is required.

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

- Possession of a valid California driver's license
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DESIRABLE QUALIFICATIONS:

- 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.
- 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:

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

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.