Job Title:	**Systems Administrator, Journey**	Job Code:	**090516**
Job Family:	**Non-Certified**	FLSA Status:	**Ex - C**
Pay Program:	**Administrative**	Pay Range:	**L05**
Work Year:	**12 months**		

SUMMARY: Performs advanced setup, installation and configuration of desktop and server operating systems, network switch, WiFi, and UPS infrastructure and related services, including new installations, releases and upgrades. Creates and manages security, rights, directories, files and shared applications on the desktop, server, and networking platforms. Installs and configures all server based tools, remote and fleet management tools, and shared resources. Monitors, tunes, diagnoses and resolves issues with the networked environment. Develops and implements scripts and group policies to automate common functions or system operations. Mentors entry level and building technical staff. Assists internal customers in managing technology change.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Analyze, plan, design, configure, secure, maintain, diagnose, and upgrade local infrastructure as well as mission critical specialized servers and support software installed thereon. Ensure maximum uptime through proactive planning, action, and deployment thus enabling students, teachers, and staff to meet objectives. Provide back-up support to other territories.	D	40%
2. Analyze, design, secure, diagnose, and maintain LANs in assigned territory. Manage switches and network equipment, monitoring and identifying trends on the network infrastructures and anticipate future demands, thus ensuring optimum service levels. Provide back-up support to other territories. Leverage enterprise management software to efficiently monitor and troubleshoot large fleets of network equipment including: UPS, WiFi, hypervisor layer, layer 2 & 3 switching, fiber optics, servers, and end-user devices.	D	15%
3. Instruct, support, and train building technical staff in their assigned support tasks. Build a working relationship that maximizes and complements individual abilities while achieving or exceeding service needs. Assists in capacity planning and determines network and server needs for schools in each territory. Configures and defines shared system resources.	D	14%
4. Implement and administer security technology, configurations, procedures, and best practices which protect school networks, server, cloud access, and computer resources.	W	10%
5. Work closely with vendors to ensure correct and accurate completion of projects.	W	5%
6. Create complete master images and software loads that can be used by all staff, and particularly building technical staff, to deploy to desktop, and laptops. Support profile, application, and image management of District mobile devices.	D	5%
7. Manage Network tools, remote tools, LanDesk Management Suite, ESXi hosts, and other enterprise based tools that assist teachers and staff with educational activities, business processes, and application use.	W	5%
8. Coordinate the technical assignments of college aides, temporary staff, building technical staff, internal team members and external partners. Mentor staff members, college aides, building technical staff, and temporary staff as needed. Agilely manage a portfolio of trouble tickets, maintenance activities, vendor activities, project work, and delegated/escalated assignments. Proactively coordinate with technical groups internal and external to the department, establishing good communications and maintaining capacity in cooperative relationships.	D	5%
9. Perform other duties as assigned	Ongoing	1%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in computer science or related major. Four (4) additional years of similar and relevant experience may be substituted for this requirement.

- A minimum of five (5) years' experience in a large networking environment including installation, implementation and management of network servers and Microsoft Server OS.

LICENSES, REGISTRATIONS or CERTIFICATIONS:
- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:
- Ability to perform all job functions of the Systems Administrator, Entry Level.
- Excellent customer relations skills.
- Extensive understanding of network protocols and their usage, management, and deployment.
- Demonstrated resourcefulness, intuitiveness, responsibility, and leadership.
- Proficient in LAN/WAN/WLAN infrastructures including switches, NICs, fiber, and various network devices and appliances.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to install, upgrade and troubleshoot Enterprise and Server applications and software suites.
- Ability to promote and follow Board of Education policies, Superintendent policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:
- A high level of proficiency troubleshooting Windows, Macintosh, iOS, Android, and Chromebooks.
- Able to rapidly diagnose complex configurations of network switches, routers, and appliances.
- Capability to efficiently troubleshoot modern enterprise-class wireless infrastructure.
- Ability to correctly deploy and troubleshoot fiber optics and transceivers
- Skillfully use network test equipment and monitoring software, packet analysis, web filter adjustment, systems diagnostics, etc.
- Current Windows Server and desktop operating systems and Microsoft Office and Enterprise Suites
- LANDesk, VMWare, Xirrus XMS, HP iMC, Eaton Intelligent Power Manager, HEAT. Enterprise-class antivirus/anti-malware suites.
- Fluke Diagnostic Devices and other diagnostic software.
- Troubleshooting knowledge of the Google App Suite, VoIP

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Academic Computing Services Executive Director	090532

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:
- none

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands and fingers to handle and/or feel				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Hear			X	
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate		X		
Instruct		X		
Compute				X
Synthesize		X		
Evaluate			X	
Interpersonal Skills			X	
Compile				X
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	