



SAN MATEO UNION HIGH SCHOOL DISTRICT

CLASSIFIED JOB DESCRIPTION

JOB TITLE: SYSTEMS SUPPORT SPECIALIST

REPORTS TO: Director of Technology

SITE: District Office

CLASSIFICATION: CSEA Bargaining Unit

WORK YEAR: 12 Month

SALARY: Range 254 – Classified Salary Schedule

APPROVED BY THE BOARD OF TRUSTEES: 08/23/2012

SUMMARY:

Under the general supervision of the Director of Technology, operate and maintain the District's data and telecommunications infrastructure. Responsibilities include, but are not limited to, the daily operation of core technology components including routers, switches, gateways, servers and other telecommunications and data management equipment and related sub-systems; the backup, maintenance, upgrade and replacement of those systems including all activities necessary to insure the highest level of performance and availability; maintenance of system wide directory architecture and other systems including physical inventory and work order tracking systems according to District and industry standards; providing scheduled and ad hoc reports on systems status to the Director of Technology or his designee and the maintenance and support of other technology as required. The Systems Support Specialist will also perform other duties as assigned including the coordination and facilitation of school site Technology Support Specialist activities as well as performing all of the duties of the Technology Support Specialist when needed.

ESSENTIAL FUNCTIONS:

1. Provide global operational oversight and support of technology infrastructure.
2. Configure and maintain centralized systems such as database servers, file servers and telecommunications servers.
3. Configure and maintain core routing and switching devices necessary to provide electronic data connectivity with school sites and outside resources.
4. Configure and maintain telecommunications systems including telephone switching equipment and voice mail systems.
5. Provide support to school site Technology Support Specialists by organizing and maintaining effective inventory and work order systems.
6. Provide direct end user support by acting in the role of Technology Support Specialist when the assigned specialist is not available or when the planned task requires additional staff.
7. Configure and maintain services such as Email systems, content filtering systems and intrusion detection systems.
8. Install patches and upgrades to network operating systems.
9. Monitor the status, availability and maintenance of backup power systems.
10. Evaluate security and recommend changes to improve system integrity.
11. In conjunction with the Director of Technology, assess and evaluate the effectiveness of existing resources and develop, recommend and present enhancements.

EMPLOYMENT STANDARDS:

Incumbents must be able to perform essential functions 1-11 above with or without reasonable accommodation.

QUALIFICATIONS:

- High level of technical skill as demonstrated by education and work experience
- Demonstrated experience in the installation, configuration and optimization of Cisco network hardware including routers, switches, firewalls and wireless devices in both Local Area Network (LAN) and Wide Area Network (WAN) environments
- Demonstrated experience as system manager supporting Novell Netware 6.0 or later using eDirectory 8 or later
- Demonstrated experience in transition from traditional Novell Netware to Novell Linux based Open Enterprise Server (OES)
- Demonstrated experience in the installation, daily operation and maintenance of Microsoft based application servers
- Demonstrated experience supporting multi-site voice communications systems with VoIP
- Demonstrated effectiveness in communication with all levels of personnel and the ability to coordinate and facilitate group activities
- Ability to multi-task in a busy environment
- Demonstrated ability to plan, organize and interpret complex policies and procedures
- Strong interpersonal and leadership skills
- Demonstrated ability to utilize critical thinking skills to perform tasks with efficiency, accuracy and attention to detail
- Strong analytical and organizational skills
- Effective oral and written communication with all levels of personnel

PHYSICAL DEMANDS/WORKING CONDITIONS WITH OR WITHOUT REASONABLE ACCOMMODATIONS

- Ability to sit for long periods of time.
- Ability to work in a fast paced environment
- Ability to operate a computer keyboard and calculator.
- Ability to multitask in a busy environment
- Ability to tolerate noise level in the working environment.

LICENSE/OTHER REQUIREMENTS:

- Requires valid driver's license
- Requires pre-employment clearance (fingerprint and tuberculosis)

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of the position and are not intended to reflect all duties performed within the job. Incumbents may be required to perform other job-related tasks other than those specifically presented in the description.

SMUHSD is an equal opportunity employer in compliance with the Americans with Disabilities Act and all other applicable Federal, State, and Local regulations.

SMUHSD Equity Vision

Vision: All students will learn in a safe, inclusive and equitable environment that validates, respects and honors their unique backgrounds, interests and identities.

Mission: We will continually identify, disrupt and eliminate institutional biases and barriers to ensure that all students have the skills and knowledge to thrive physically, emotionally, and academically.

Equal Opportunity Employer Statement

San Mateo Union High School District is an equal-opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. SMUHSD makes hiring decisions based solely on qualifications, merit, and business needs at the time. For more information, read through our [Nondiscrimination in Employment](#) policy.

[Equity Flyer](#)

[BP0415.1 Racial Equity](#)

[AR0415.1 Racial Equity](#)

DISASTER SERVICE WORKERS:

All San Mateo Union High School District employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.