

SYSTEMS SPECIALIST

DEFINITION

Under general supervision, maintain ongoing availability and security of vital computer servers and systems; install, configure, support, and monitor Microsoft server operating systems, server applications, SQL database applications and security and management systems; support other manufacturer operating systems and applications, as needed; clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one, end-user training, as needed; conduct hardware and software inventory database maintenance and reporting; perform other related work as required.

ESSENTIAL FUNCTIONS

Perform a variety of assignments associated with monitoring and controlling computer operating systems; provide daily network support and troubleshooting; monitor email, firewall, and file/print servers daily for optimum performance; configure and maintain Windows networks and Windows end user computer system; analyze system faults; troubleshoot and run diagnostic tests on operating systems and hardware to detect problems; initiate preventive maintenance on the operating systems and respond appropriately to system/environment problems; configure workstations; install security patches and virus protection software; monitor Intranet site resources and secure system for security, product quality, and operational functionality; evaluate, install and configure developed software during various phases of testing and deployment; review requirements and assist in the implementation, configuration, and security of IT systems; review and prepare documentation for system configurations, tests and software installations; provide technical support, training, and technology systems security education; work in a team environment to accomplish all tasks; provide resolution information and collaborate with other teams to complete impact analysis where appropriate; provide detailed solution documentation; perform other duties as assigned or required.

EMPLOYMENT STANDARDS

KNOWLEDGE AND ABILITIES

Knowledge of:

Microsoft server operating systems;
Microsoft Windows network services including AD, Group Policies, DNS, WINS, and IIS;
Microsoft server applications including Exchange, SQL, SCCM and SMS;
Microsoft desktop operating systems;
Microsoft desktop application suites including Microsoft Office and Office 365;
Antivirus and antimalware applications;
Products and services that meet overall security objectives;
Networked computer system environments and device capabilities;
Local Area Network (LAN) management and configuration principles;
Electrical safety procedures;
Effective telephone skills and techniques of customer service.

Ability to:

Identify, troubleshoot, and resolve a wide range of technical network and computer-related problems;
Identify, evaluate, and solve network problems;
Support and train end-users in a wide range of software applications as needed;
Read, understand, and apply complex technical information;
Master new computer technology;

Ability to (continued):

Communicate effectively in oral and written form;
Establish and maintain an effective working relationship with those contacted in the course of work;
Relate effectively with racially and ethnically diverse staff, students, and community;
Design and implement new technical solutions;
Coordinate and oversee maintenance and changes to the production environment;
Develop and update processes and procedures;
Work effectively with cross-functional teams to define technical requirements and identify/resolve technical issues;
Work independently;
Analyze data and implement solutions;
Design and evaluate telecommunication and computer systems;
Design and manage complex projects involving people and technology;
Solve complex technical problems involving integrated operating systems and hardware platforms;
Assess and prioritize multiple tasks, projects, and demands.

Skills:

In some positions where typing is less than 25% of the job function, the typing requirement may be waived at the discretion of the District administration.

EDUCATION AND EXPERIENCE

A Bachelor's Degree in Computer Science; and three (3) years of computer systems installation and maintenance experience or an equivalent combination of education and experience.

REQUIRED LICENSES AND/OR CERTIFICATES

Must possess one or more Microsoft certifications in the following certification paths: Data Engineer, Administrator, Security Engineer, Solution Architect, or Functional Consultant. Other network and/or industry certifications or experience may be substituted where appropriate. This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid and appropriate California driver's license; an acceptable driving record; qualify for insurability with the District's insurance carrier.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Strength:

Work may involve lifting, carrying, pushing and/or pulling of objects weighing up to 75 pounds with frequent lifting of objects that weigh up to 50 pounds; physical dexterity in limbs and digits necessary to operate hand tools and power tools used in the electronic trade; ability to bend, stoop, climb, grasp, and reach.

Working Conditions:

Must be able to sit for prolonged periods of time in front of a computer; may require a significant amount of walking during the course of the work day.

Additional Requirements:

May be required to work outside the traditional work schedule. May be called out to work off-shift in emergency situations. According to the needs of the organization, some incumbents in this job class may be required to obtain specific technical certifications.

Pre-placement Physical: Class I