

SYSTEMS ADMINISTRATOR**DEFINITION:**

Under the direction of the Chief Technology Officer, Educational Technology & Information Systems or designee, provides support for District systems including troubleshooting and resolving hardware, software, and connectivity problems, user access and component configuration. Maintains District systems including customization, configuration, installation, software and platform upgrades and testing. Provides implementation support for new systems including upgrades, customization, integration and testing. Acts as knowledge expert for District systems and distributed applications.

Ensures continuous and efficient functioning of District host, network, and web-hosted servers, as part of the greater ETIS Network Team.

QUALIFICATIONS:

Education and Experience:

- Completion of a Bachelor or Art/Sciences degree in a computer related discipline or equivalent experience and training; or successful completion of a computer operations course in a private or technical school, with strong emphasis on the above qualifications.
- Three (3) years of increasingly responsible experience in technology systems design, maintenance and support. Direct experience with technology systems used by the District. Industry certifications or experience may substitute for some higher education.
- Possession of a valid California driver's license and insurance. This position requires the use of the employee's personal vehicle.

Knowledge and Abilities:

- Knowledgeable in current and previous versions of Windows Server operating systems
- Knowledge and experience in systems management softwares that manage large groups of computers and mobile devices, which provide remote control, patch management, software distribution, operating system deployment, network access protection and hardware and software inventory. Experience in, including but not limited to, SCCM, Google Chrome Management, AirWatch, and directory system services.
- Familiar with enterprise e-mail systems, virtual server environments and a working knowledge of database design techniques and host computer logical and physical database structures and relationships
- Ability to script and provide operating system/application troubleshooting and software development
- Ability to work well with others and to demonstrate an excellent quality of work with little or no supervision required
- Must be highly organized with excellent communication and documentation skills
- Ability to train others
- Ability to meet schedules and timelines
- Physical ability sufficient enough to lift computer equipment (computers, monitors, printers).

ESSENTIAL FUNCTIONS:

- Actively coordinates with team members and other groups to effectively perform general and routine requests such as permission changes, patch application and testing
- Follows and creates procedures and guidelines to install, patch, configure, customize, troubleshoot, upgrade, integrate and maintain systems and software
- Supports and collaborates with team members, software vendors, and other technical staff on project efforts to achieve implementation plans and timelines.

- Collaborates with team members, software vendors, and other technical staff to develop, design, implement, and continuously improve systems
- Provides general and routine technical support to a broad range of installation, patching, configuration, and updates to District applications and systems.
- Other duties as are reasonably related to the position

PHYSICAL REQUIREMENTS:

Physical Abilities include the usual and customary methods of performing the job's functions and require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, touching and/or feeling; manual dexterity to operate a telephone and enter data into a computer.

Significant physical abilities include ability to sit at a desk, conference table, or in meetings of various configurations for extended periods of time; see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, computer screens and printouts; hear and understand speech at normal room levels and hear and understand speech on the telephone; speak in audible tones so that others may understand clearly in normal conversations.

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.
- Employees in this position will be required to work indoors in a standard office environment and come in direct contact with district staff and the public.