Adams12 Five Star Schools

Job Description
Prepared/Revised: **January 2025**

Job Title:	**Systems Administrator II**	Job Code:	**090516**
Job Family:	**Non-Certified**	FLSA Status:	**Ex - C**
Pay Program:	**Administrative**	Pay Range:	**L06**
Work Year:	**12 months**		

SUMMARY:

The Systems Administrator II assumes an advanced position in ensuring the functionality and operation of the District's IT systems, equipment, and infrastructure. In this capacity, this role involves developing and implementing workflows for tasks such as system monitoring and maintenance, system documentation, as well as hardware and software management. Working in close collaboration with other IT team members and IT managers, performs testing and resolves technical issues while adhering to the District's standards, security protocols, and operational procedures. With a strong commitment to customer service, the Systems Administrator II maintains open and effective communication with IT managers and stakeholders to ensure the reliability, availability, and optimal performance of the operating system environment.

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. Ensure the continuous operation of District systems and infrastructure, including monitoring, responding to incidents, and conducting routine maintenance tasks.	D	25%
2. Efficiently manage and respond to customer-generated incidents and service requests, addressing inquiries, and issues in a timely manner. Provide courteous and professional support to end-users, troubleshooting problems, and ensuring resolutions align with best practices.	D	20%
3. Administer, troubleshoot, implement, and maintain appropriate security measures to restrict unauthorized or inappropriate use of District resources and data.	D	20%
4. Collaborate with District and partner stakeholders to develop and support infrastructure to meet IT Service Level Agreements allowing the District to meet its objectives and improve the customer experience with IT.	D	15%
5. Contribute to the development and execution of the District's systems and infrastructure, aligning initiatives with organizational goals, and recommending strategic directions.	D	10%
6. Participate in the assessment of new technologies for potential security risks and benefits, providing valuable input to decision-making processes.	D	5%
7. Perform other duties as assigned.	D	5%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in information systems or a related field. Four years of similar and relevant experience may be substituted for this requirement.
- Proficiency in Windows and/or Linux operating systems, strong understanding of security principles, and experience with virtualization technologies (e.g., VMware) and cloud services.
- Two to four years of experience in systems administration in IT operations and support.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.
- Preference for candidates with current industry recognized certifications relevant to the Systems Administrator role.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- System Management and Optimization:
  - Oversee, manage, and optimize systems, servers, and/or virtualization platforms to ensure high availability and performance.
  - Implement system upgrades, patches, and optimizations as necessary to improve efficiency and reliability.
  - Provide technical support to end-users, addressing system issues with a focus on delivering high-quality customer service.

- Maintain documentation for system configurations, policies, and procedures to ensure accurate and up-to-date records.
- Create and update IT process documentation to standardize procedures and workflows.

- Automation and Scripting:
  - Identify opportunities for automation to streamline IT processes and enhance efficiency.
  - Develop and maintain scripts and automation tools as needed.
- Security and Compliance:
  - Understand and apply cybersecurity principles, adhering to best practices for network security and data protection.
  - Assist in maintaining and improving security protocols and practices.
  - Participate in security audits and ensure compliance with security policies.
- General Administrative and Technical Skills and Abilities:
  - Participate in on-call rotation if required, responding to urgent issues during off hours.
  - Communicate effectively with both technical and non-technical personnel to coordinating activities and deliver clear technical solutions.
  - Work collaboratively with diverse groups, fostering an inclusive environment that respects differences in culture and background.
  - Uphold confidentiality across all job functions, particularly when dealing with sensitive information.
  - Stay informed of District policies, standards, and training related to data quality, privacy, and cybersecurity, ensuring compliance with relevant guidelines for student and staff data.
  - Adhere to Board of Education and Superintendent Policies, as well as department and building procedures.
  - Recognize workplace safety as a priority, following safety protocols, using appropriate safety equipment, and reporting unsafe conditions to supervisors.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Director, IT Customer Service or Director, IT Infrastructure & Ops	090538 or 130901

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

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- N/A

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 to finger, handle or feel				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
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			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up 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	