Adams12 Five Star Schools

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

Job Title:	**Systems Administrator IV**	Job Code:	**090611**
Job Family:	**Non-Certified**	FLSA Status:	**Ex – C**
Pay Program:	**Administrative**	Pay Range:	**L12**
Work Year:	**12 months**		

SUMMARY:

The Systems Administrator IV assumes a leadership and technical expertise role in ensuring the functionality and operation of the District's IT systems, equipment, and infrastructure. This role encompasses the implementation, maintenance, and operation of the District's enterprise systems. It involves providing technical guidance in areas like capacity planning, security configuration, functional and technical design, as well as the resolution of complex issues. Additionally, the Systems Administrator IV may assume a team lead role in supervising tasks related to testing, implementation, maintenance, documentation, and development of operation and maintenance policies and procedures. This position works in collaboration with principal systems architects, business systems owners, IT stakeholders, and IT leadership to fulfill objectives to operate and maintain systems and infrastructure in a manner that meets District business requirements.

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. Administer, troubleshoot, implement, and maintain appropriate security measures to restrict unauthorized or inappropriate use of District resources and data.	D	20%
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	15%
3. 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%
4. Participate in the assessment of new technologies for potential security risks and benefits, providing valuable input to decision-making processes.	D	15%
5. Ensure the continuous operation of District systems and infrastructure, including monitoring, responding to incidents, and conducting routine maintenance tasks.	D	10%
6. Contribute to the development and execution of the District's systems and infrastructure, aligning initiatives with organizational goals, and recommending strategic directions.	D	10%
7. Provide team leadership in working on advance, complex, and technical projects or business issues requiring technical or industry knowledge.	Ongoing	10%
8. 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.
- Extensive experience in Windows and/or Linux operating systems, in-depth knowledge of security best practices, compliance standards, and proficiency with virtualization technologies (e.g., VMware) and cloud services.
- Seven to ten years of progressive experience in systems administration in IT operations and support in a large / enterprise environment.

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 Optimization and Performance Management:
  - Oversee the installation, configuration, and maintenance of hardware, software, network, storage, and data center systems.
  - Ensure the stability, security, and performance of servers, workstations, and network devices.
  - Continuously monitor and optimize servers, storage, and network components to maintain peak performance and scalability.
  - Troubleshoot and resolve advanced system and network issues promptly.
  - Maintain comprehensive and up-to-date documentation of system configurations, policies, and procedures.
  - Promote knowledge sharing within the IT team and across departments.
- System Architecture and Design:
  - Architect, design, and implement complex IT infrastructure solutions to meet the organization's evolving needs.
  - Evaluate and recommend new technologies and tools to enhance system performance and capabilities.
- Automation and Scripting:
  - Implement monitoring tools to proactively identify and address system and network issues.
  - Expertise in scripting and automation tools such as PowerShell, Python, Ansible, etc.
  - Automate repetitive tasks to improve efficiency and reduce manual intervention.
- Security and Compliance:
  - Develop and enforce security policies and procedures to protect the organization's assets and data.
  - Lead efforts to identify and mitigate security vulnerabilities and incidents.
  - Ensure compliance with industry regulations and standards.
  - Respond to security incidents and develop strategies to prevent future incidents.
- Disaster Recovery and Business Continuity:
  - Design and maintain comprehensive disaster recovery and business continuity plans.
  - Conduct regular testing and simulations to ensure data integrity and minimal downtime in case of emergencies.
- Vendor and Stakeholder Management:
  - Manage relationships with technology vendors and service providers.
  - Collaborate with internal stakeholders to understand business requirements and align IT strategies accordingly.
- Project Management:
  - Manage and lead IT projects, including infrastructure upgrades, migrations, and expansion initiatives.
  - Oversee project budgets, timelines, and resource allocation.
- Team Leadership and Mentoring:
  - Provide technical leadership to the IT team, including mentoring junior staff, coordinating team efforts, and if required, work as a team lead.
  - Lead by example in adhering to best practices and maintaining a high level of professionalism.
- 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:

- Provides technical recommendations and vendor communications that support the development of budgets, RFPs, and requisitions.

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			
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			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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	