

LOS ALAMITOS UNIFIED SCHOOL DISTRICT
Office of the Personnel Commission

CLASS TITLE: SYSTEMS ANALYST I

BASIC FUNCTION:

Under the direction of the Director of Information Technology, designs and coordinates installation, configuration, and administration of the full range of District servers and networks enabling network services and functions governing data communications and formulation among personal computers; connect multiple systems involving a wide geographic area; oversee and troubleshoot server performance, backup schedules, and hardware and software compatibility issues; participate in advanced technical support and troubleshooting including network architecture and design; provide PC and customer service support to all staff members; and provides lead technical support to other technology staff.

REPRESENTATIVE DUTIES:

1. Assist and coordinate in the design of network systems and architecture.
2. Integrates multiple server types including physical and virtual servers at various locations to serve District needs.
3. Works with consultants and outside vendors to implement designs and develop hardware and software solutions to meet District and user needs.
4. Collects systems workload and/or disk utilization statistics and projects future systems usage. Assist in the evaluation of systems hardware and software purchases to meet growth, security, and customer needs.
5. Configures, installs, and maintains directory structures, security permissions and access to shared resources.
6. Develops and maintains up-to-date documentation for servers, and business continuity procedures. Conveys information to co-workers as appropriate regarding network and server interface protocols.
7. Develops strategies for network server data backup, including replication, recovery, and disaster recovery plans.
8. Coordinate with the Network Security Analyst in troubleshooting network hardware and operations problems, including but not limited to connectivity, Internet access, electronic mail, and file servers. Coordinate with various stakeholders to identify and resolve problems.
9. Assist with troubleshooting the physical layer of Local Area Networks (LANs) and Wide Area Networks (WANs).
10. Monitor network threats, isolate compromised assets and coordinate with the Network Security Analyst for mitigation.
11. Develops, coordinates, monitors, and maintains District database systems and operations.
12. Performs backup of network data based on industry best practices. Assures accuracy and completeness of backups and associated systems through auditing.
13. Responds to emergencies during the regularly scheduled work day and after hours.
14. Maintains effective communication with administrators, support staff, end users, and vendors.
15. Transports small equipment to and from various district locations.

16. Assist in monitoring Wide Area Network (WAN) connections; communicate with other technology staff to resolve WAN-related issues or malfunctions.
17. Configure, maintain and support on-premise and cloud-based District server assets.
18. Assist with the configuration, maintenance, and support of the district Voice-over-IP (VoIP) and telecommunication systems.
19. Perform other related job-duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Interpersonal skills using tact, patience, and courtesy
- Technical aspects of field of specialty
- Telephone techniques and etiquette
- Record keeping and filing techniques
- Current security and privacy protection best practices.
- Principles and practices of LANs/WAN, telephone systems, database systems, system analysis, problem diagnosis and resolution, maintenance, topologies, and documentation
- Windows and Macintosh computer operating systems, IOS, Android, and chrome OS, and other various operating systems.
- TCP/IP protocols, router configurations, hubs, switches, network cabling, proxies, firewalls, and other networking essentials
- Most current software applications such as Microsoft Office, Google Apps, email accounts, log on privileges, cloud-based systems, and student information systems.
- Principles of business applications and educational systems
- Computer hardware, software, telecommunications, and networks
- Effective equipment utilization and troubleshooting procedures and techniques.

ABILITY TO:

- Understand and follow oral and written directions
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Understand school and district organization, operations, policies, and objectives
- Work independently with little supervision
- Keep current on developments and advancements in computer technology, equipment and software
- Maintain Interpersonal skills using tact, patience, and courtesy
- Install, configure, and troubleshoot network equipment and high-speed connections
- Participate effectively in project teams utilizing oral and written presentation skills
- Communicate effectively to instruct users at all levels of district employees, as well as support technicians, in proper usage of various networks and programs
- Troubleshoot, diagnose, and resolve problems in person and over the telephone
- Meet critical deadlines
- Quickly learn, acquire skill, and assist support technicians in new technologies as they emerge
- Communicate effectively both orally and in writing

- Work effectively within a team, coordinating with colleagues, stakeholders, and external partners to complete tasks, achieve goals, and resolve issues in a collaborative and efficient manner.
- Demonstrate a commitment to Los Alamitos Unified School District’s mission, vision, and priority goals.

EDUCATION AND EXPERIENCE:

- A Bachelor’s degree from an accredited four-year institution in information technology, computer programming, computer science, or another technology related field or equivalent experience.
- Five years of experience in network administration, systems and administration, and personal computer support with at least three years of network and information system support experience.
- Applicable industry certifications highly desirable.

WORKING CONDITIONS:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or free objects, tools, or controls and talk and hear. The employee is required to sit frequently. The employee is required to stand and walk; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; and smell. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must also be able to work in difficult interpersonal situations. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to fumes or airborne particles and vibration. Employee will occasionally work in small and confined environments and can also be subject to dust, heat, and cold working conditions. Also, the employee occasionally works in outside weather conditions. The noise level in the work environment is usually moderate.

SALARY RANGE: 106

ADOPTED BY PERSONNEL COMMISSION:
ADOPTED BY BOARD OF EDUCATION:

February 5, 2025
March 11, 2025