

SYSTEMS ADMINISTRATOR

DEFINITION:

Under the direction of the Director of Information and Technology Services, 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.

QUALIFICATIONS:

Experience:

- 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, vocational training or on-the-job experience may be substituted for higher education.

Education:

- 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.

Licenses/Certifications:

- Possession of a valid California driver's license and insurance.
- This position requires the use of the employee's personal vehicle.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintain and administer computer network and related district applications, including system software implementation, installation, configuration, and documentation development.
- Provides proactive monitoring, maintenance, and regular updates to district applications.
- Installs, upgrades, and maintains databases and application servers.
- Perform data back-ups and disaster recovery processes and procedures.
- Diagnose, troubleshoot, and resolve hardware, software or other network and system problems. Use diagnostic tools and utilities to replace defective components when necessary.
- Escalate and collaborate with vendors to resolve application problems.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.
- Configure, monitor, and maintain email applications or virus protection software.
- Monitor network performance to determine whether adjustments are needed and where changes will be needed in the future.
- Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements.
- Recommend changes to improve systems, network configurations, and determine hardware or software requirements related to such changes.
- Ensures system integration, identifies standards, and prioritizes project tasks and other activities to meet district needs.
- Confer with network users about solution to existing system problems.
- Supports end users by providing training and technical support on district applications.
- Other duties as assigned, as are reasonably related to the position.

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KNOWLEDGE:

- Knowledgeable in current and previous versions of Windows Server operating systems
- Experience with Microsoft Active Directory, Azure, Office 365 Suite, and Intune/Endpoint Manager.
- Knowledge and experience administering Google Workspace for Education in a K-12 enterprise environment.
- Experience in administration and configuration of enterprise mobility management (MS Intune/Google).
- Knowledge and experience in scripting languages, with the ability to write efficient and reliable scripts for automation.
- Experience developing and supporting data import/export processes, including SFTP integrations.
- Experience with application security best practices, including SSO integration and certificate management.

ABILITIES AND SKILLS:

- 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. [L] [SEP]
- Ability to train others.
- Ability to meet schedules and timelines.
- Physical ability sufficient to lift computer equipment (computers, monitors, printers).

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 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.