Mt. Diablo Unified School District

Senior Network/Systems Administrator

Summary Definition

Under general supervision, designs, installs, and administers complex District technology systems, networks, and infrastructure; provides and/or coordinates technical support for complex technology problems escalated to the highest level; diagnoses and troubleshoots complex network and systems problems; and performs related work as required.

Directly Responsible To

Director of Technology and Innovation or other designated IT Manager.

Example of Duties

E: Essential Functions (Incumbents may perform any combination of the essential functions shown below. This position is not intended to be an exhaustive list of duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

1. Manages assigned networks, systems, and servers such as operating systems, Active Directory domain, server infrastructure, wired/wireless network infrastructure, cloud infrastructure, virtual infrastructure, backups and backup systems, information and cyber security systems and infrastructure, web filtering and other various application systems. **E**
2. Serves as the most senior administrator for assigned networks/systems. **E**
3. Utilize the work order system to monitor and respond to tickets on a daily basis for issues requiring the highest systems/server/network response in your role as the highest level of expertise in areas as assigned. **E**
4. Utilize monitoring services and techniques regularly for assigned systems and address issues. Identify trends and proactively identify solutions in assigned areas of expertise. **E**
5. Use industry standard tools and systems for the installation, management, testing and repair of deployed technologies and infrastructure. **E**
6. Escalate issues to vendors while maintaining ownership of the issue or de-escalate the issue to Network Tech I or Network Tech II as appropriate. **E**
7. Identify and respond to hardware, software, network infrastructure incidents or failures as needed. **E**
8. Determine specifications, purchasing recommendations, configuration, deployment, management, administration, updating, troubleshooting, and repair of servers and equipment in assigned areas of responsibility. **E**
9. Develop, utilize and share processes and procedures to ensure the confidentiality, integrity, availability, and effective and efficient operation of all assigned hardware, server resources, networks, and systems. **E**
10. Upgrade, update, and patch assigned network equipment, servers and other systems on a routine basis and urgently as required. **E**
11. Develop, implement, and manage the interoperability of district systems. **E**

12. Create and maintain appropriate documentation of procedures, network infrastructure, and systems to best facilitate troubleshooting, maintenance, and upgrades. **E**
13. Manage assigned projects. Utilize project management principles and practices as appropriate. **E**
14. Communicate with and create relationships with site and department staff and vendors, and other departments. **E**
15. Work with vendors to identify and communicate needs and specifications, obtain and validate quotes. Coordinate and facilitate installations with vendors.
16. Coordinate information and cyber security and incident responses with affected stakeholders. Keep up to date with trends in usage, information security bulletins, and training in assigned areas of expertise.
17. Train and mentor IT staff to enhance their expertise and knowledge.
18. When required, lead a team and assign tasks which complement the team members' strengths and complete the task as efficiently and as effectively as possible.
19. Performs other related duties as assigned.

DESIRABLE QUALIFICATIONS

Training and Experience: A combination of training and experiences equivalent to trade school, military training, internship, college coursework or work experience with computers, networks, switches, servers, and customer service. Ability to explain technology using nontechnical language. Ability to adapt to all levels of technology including legacy levels of technology found in school districts. Experience in network management and troubleshooting user device and software issues. Experience in a data center environment. Five years experience as a network or systems administrator.

Licenses and Certificates

- A valid California Driver's License (required)
- Up to date training, certificates and/or experience in your assigned area of responsibility.

Knowledge of

- Ability to think strategically about complex issues as they arise, including weighing competing options and acknowledging the importance of context.
- Advanced networking concepts and architecture.
- Common operating systems and computer software and hardware.
- Customer service principles.
- Advanced computer troubleshooting techniques and strategies.
- A combination of knowledge and skills in networking and domain administration.
- Knowledge of scripting and task automation tools and techniques.

Skills in

- Interest in working with technology and a drive to continue to learn and update technical skills**.**
- Communication and customer service.
- Use of productivity software.
- Working independently and collaboratively.
- Ability to learn from others and train other staff.

- Advanced analytical and troubleshooting skills.
- Self motivated and ability to work both independently and collaboratively.

Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; occasional climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 20% walking, and 30% standing. The job is performed under some temperature extremes and under conditions with some exposure to risk of injury and/or illness.

Physical Abilities

- Lift, carry, push, pull or guide up to 50 pounds individually or more than 50 pounds with assistance.
- Work variable hours.
- Attend meetings and activities that require long periods of sitting or movement.
- Use a computer for extended periods of time.
- Eyesight or corrected eyesight for performing job functions that require a high level of finger dexterity.
- Ability to work with a diversity of individuals and/or groups and utilize a variety of types of job-related equipment.

Hazards

Exposure to varied weather conditions, driving in difficult traffic conditions and working in extreme temperature environments. Work is often performed in cramped, elevated, dusty, cluttered, outdoor and unclean environments.

M&O, Salary Range 629
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MT. DIABLO UNIFIED SCHOOL DISTRICT