Mt. Diablo Unified School District

Network/Systems Administrator

Summary Definition

Under general supervision, designs, installs, and administers District technology systems, networks, and infrastructure; provides and/or coordinates escalated technical support for technology problems above Tier I; diagnoses and troubleshoots network 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. Administer and manage district technology systems and programs as assigned. **E**
2. Provide tiered support to Network Technician I's at assigned sites/locations. **E**
3. Performs or assists with on-site installation, preventive maintenance, troubleshooting and component-level repair of computers, telecommunications equipment, network equipment, surveillance and associated equipment, and related peripherals 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. Regularly check communication channels, such as email, direct messaging, and collaborative communication tools, including to see if there are any pertinent issues that require immediate attention. **E**
6. Respond to tickets on a daily basis for user access and issues for tiered ~~II~~ issues as appropriate. **E**
7. Document work order ticket completion with notes, and correspond professionally with clients. **E**
8. Monitor and proactively respond to network and system issues. **E**
9. Serve as a technology liaison between and within district departments, district teams, schools, and other stakeholders. **E**
10. Communicate and create relationships with site and department staff and vendors. **E**
11. Troubleshoot, diagnose, and repair staff and student devices and other technologies escalated to Tier II response. **E**
12. Train and mentor IT staff and train district staff to enhance their expertise and knowledge. **E**
13. Communicate district technology policies and practices to site/district staff as appropriate.
14. Track, analyze, and respond to district technology inventory issues. **E**
15. Develop, implement, and manage the interoperability of district systems. **E**
16. Conduct preventive maintenance, identification of issues, troubleshooting, termination, and repair of cabling infrastructure. **E**

17. Use industry standard tools and systems for the installation, management, testing and repair of deployed technologies and infrastructure. **E**
18. Determine specifications, purchasing recommendations, configuration, deployment, management, administration, updating, troubleshooting, and repair of servers and equipment in assigned areas of responsibility. **E**
19. Create and maintain technical documentation and reporting.
20. Work with vendors to identify and communicate needs and specifications, obtain and validate quotes. Coordinate and facilitate installations with vendors.
21. Manage assigned projects. Utilizes project management principles and practices as appropriate.
22. 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. Three years experience as a network or systems administrator.

Licenses and Certificates

- A valid California Driver's License (required)
- Industry Certificates

Knowledge of

- Ability to think strategically about complex issues as they arise, including weighing competing options and acknowledging the importance to context.
- Complex networking concepts and architecture.
- Common operating systems and computer software and hardware.
- Customer service principles.
- Computer troubleshooting techniques and strategies.

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.

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 597
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MT. DIABLO UNIFIED SCHOOL DISTRICT