

STOCKTON UNIFIED SCHOOL DISTRICT

**SYSTEMS ADMINISTRATOR**

**DEFINITION:**

Under the direction of the Network Supervisor this individual provides support to school and District personnel in solving complex server and systems problems, assess security issues and takes appropriate corrective action; monitors and generates reports of systems performance and bandwidth utilization; evaluates, recommends, installs, and supports District servers and related software and hardware plus is responsible for all facets of the systems security, diagnosis, and resolution of hardware and software problems; ability to work independently with little supervision; writes and revises system documentation, documents security and exposures as well as any corrective actions related to work responsibilities.

**Distinguishing Characteristics:**

The Systems Administrator (SysAdmin) is primarily responsible for supporting and maintaining the data storage, computing resources, file/data backups, disaster recovery, and systems/Internet security. The SysAdmin serves as the escalation point for issues that pertain to servers/services, Internet security, and district-wide system security. The SysAdmin uniquely supports/maintains the critical phone services, as well as the uninterruptible power supplies (UPSs) that keep servers/services running when power unexpectedly blacks out. The SysAdmin is the only position in the District authorized and uniquely qualified to install, manage, and maintain server-related equipment and devices located in main distribution frames (MDFs), intermediate distribution frames (IDFs), and data centers owned by or under the responsibility of the District.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Network Supervisor.

***EXAMPLES OF DUTIES – (Incumbents may perform any combination of the essential functions shown below (E). This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification but is intended to accurately reflect the principle job elements.)***

Oversee and direct the installation, configuration, and maintenance of server and related equipment to carry data, voice, and video communications. (E)

Monitor and report server performance, utilization, trends, and recommendations for changes in information technology systems, structures, and procedures. (E)

Troubleshoot and resolve server and related IT systems problems to ensure user's access to District networks/systems and recommends/implements solutions. (E)

Troubleshoot and resolve basic network problems to ensure user's access to District networks/systems and recommends/implements solutions. (E)

Provides onsite support to administration and schools. (E)

Remotely diagnose and resolve end-user software issues as it relates to the server. (E)

Performs research to identify options for server enhancements and modifications. (E)

Implement and audit server and host based security in accordance with District policies. (E)

Participates in the review and definitions of software and hardware problems with emphasis on server security and server intrusion detection. (E)

Install and configure systems and related equipment (servers, UPS ). (E)

## **Systems Administrator - Continued**

Establish and maintain configuration control of servers and services. *(E)*

Operates and controls mission critical systems and computer equipment along with auxiliary and peripheral components in accordance with standards operating procedures. *(E)*

Keep abreast of new software, hardware and networking products as it pertains to the development of enterprise systems and utilization strategies. *(E)*

Provide users with technical server and diagnostic support; respond to the needs and questions of users concerning their access of resources of servers on the network. *(E)*

Inspect and ensure that installation of systems, servers, and other work related to technology systems infrastructure is performed in accordance with District standards and specifications. *(E)*

Prepare and maintain a variety of records, files and reports; maintain confidentiality of information related to students and personnel. *(E)*

Ensure compliance with federal, state and local electronic codes and appropriate safety procedures. *(E)*

Train and provide guidance to other System Administrators as needed. *(E)*

Perform related duties as assigned.

### **QUALIFICATIONS:**

#### Knowledge of:

- Windows Server Environment and Windows Server Roles including but not limited to Active Directory, DFS, DHCP, DNS, File and Storage Services, Network Policy and Access Services, Print Services, Remote Desktop Services, Web Server (IIS), Windows Deployment Services (WDS), Windows Server Update Services (WSUS).
- Server management and monitoring, including but not limited to group policies and other system solutions to manage physical and virtual IT environments across datacenters, client computers, and devices.
- Email and Voice over IP server technologies.
- Virus and SPAM technologies.
- Server virtualization technologies.
- Networking environment and how it pertains to the proper operation of servers and related systems.
- Telephone technique and etiquette;
- Oral and written communication skills;
- Correct English usage, grammar, spelling, punctuation and vocabulary;
- Interpersonal skills using tact, patience and courtesy.
- Organizational skills and public relations techniques.
- Methods, equipment and materials used in installation and repair of hardware and software systems, networks and the peripheral components;
- Federal and State laws, along with District's policies related to information access and confidentiality.
- Modern office practices, procedures and equipment.
- Safety measures and precautions;
- Methods, equipment and materials used in the maintenance and repair of technology equipment.
- Proper methods of storing equipment, materials and supplies;
- Basic purchasing procedures, terminology and inventory control and warehousing methods and procedures;
- Methods and techniques for tracking and managing services calls, tickets, and/or requests.

#### ABILITY TO:

## **Systems Administrator - Continued**

- Ability to work with a project timeline and work flow for timely completion.
- Analyze complex technical problems, evaluating alternatives, and recommending effective courses of action.
- Perform clean server and systems installations with proper installation techniques.
- Read, analyze, interpret, apply and explain rules, regulations, policies and procedures related to position.
- Gather, assemble, organize and prepare data from various sources.
- Communicate effectively both orally and in writing.
- Analyze situations accurately and adopt an effective course of action.
- Work cooperatively and effectively with others or independently under time constraints.
- Operate equipment used in the repair and service of server equipment.
- Meet schedules and timelines.
- Plan and organize work.
- Train and provide work direction to others.
- Work confidentially with discretion.
- Understand and follow oral and written directions.
- Complete work with many interruptions.
- Maintain records and prepare reports.

### Education and Experience:

Any combination of education, training, and/or experience equivalent to: BA/BS in Computer Science, Information Systems or comparable major. A minimum of five (5) years of progressively responsible experience in systems administration in a complex technical computer/network environment.

### License or Certificate

- Valid California Class C driver's license.
- Information technology industry certifications preferred
- Valid First Aid and CPR certificates must be obtained within sixty (60) days from date of hire

## **WORKING CONDITIONS:**

### Environment:

Office and school environment.

Driving a vehicle to conduct work as required by the position.

### Physical Demands:

Employees in this position must have/be able to:

- Enter data into a computer system and operate standard office equipment.
- Hear and understand speech at normal levels and on the telephone with or without hearing aids.
- See and read a computer screen and printed matter with or without vision aids.
- See, hear and speak with/without assistive devices sufficient to communicate effectively with others.
- Sit for extended periods of time.
- Bend at the waist.
- Reach overhead, above the shoulders and horizontally
- Forceful grasping sufficient to install equipment.
- Push/pull up to 130 lbs.
- Lift/move equipment weighing up to 51 pounds using safe and proper methods and/or equipment, from ground level to up to level of 3 feet; to a distance of up to 50 feet.
- Lift/move equipment weighing up to 130 pounds with assistance, using safe and proper methods and/or equipment from ground level to up to level of 3 feet; to a distance of up to 50 feet.

## **Systems Administrator - Continued**

- Bend at the knees for proper lifting technique.
- Occasionally kneel, crouch and/or stoop for short periods of time.