PALOMAR COLLEGE

Classification Title: Academic Technology Systems Administrator

Department:	Academic Technology Resources Center	**EEO6 Code:**	3
Employee Group:	Classified	**Salary Grade:**	42
Supervision Received From:	Manager, Academic Technology	**Date of Origin:**	9/2016
Supervision Given:	Direction and Guidance	**Last Revision:**	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Serves as systems administrator for an online class management system and other academic technology systems, software and hardware infrastructure; trains and provides a wide range of technical support to faculty and students in uses of academic technology systems; and integrates video, graphic and other technology solutions for an online class management system and District websites.

DISTINGUISHING CHARACTERISTICS.

The Academic Technology Systems Administrator is distinguished from the CSIT Systems Administrator by the former's responsibility for the administration of an enterprise-wide online class management system and other web-based academic technology systems used in the District, while the latter position independently administers systems, Local Area Networks (LAN) and assigned servers in the Computer Science/Information Systems labs.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs systems administration duties for an online class management system and other web-based academic technology systems software and hardware infrastructure; installs, upgrades, configures, monitors, maintains and administers applications and database software, servers and other devices in both production and test environments; writes and executes custom Structured Query Language (SQL) and other scripts and statements; ensures the security and integrity of systems software and databases.

2. Designs and implements data models and database designs; monitors database performance; troubleshoots and resolves capacity, replication and other distributed data issues.

3. Designs, develops and maintains District and faculty websites and pages; performs systems administration duties for web servers, including assigning rights and permissions to faculty and staff; designs, develops and integrates graphic and streaming media solutions; designs and develops video/audio capture tools; trains faculty on web design, authoring and management concepts, methods and tools.

4. Performs system backup and restore procedures, ensuring accuracy and integrity of data; troubleshoots and resolves complex software and hardware problems; obtains technical support from software vendors as required; coordinates the resolution of network infrastructure problems with Information Services.

5. Provides technical and informational support to faculty and student system users; advises faculty on design of online and web-enabled instructional materials to enhance student/materials interaction and ease of accessibility; assists faculty in constructing instructional materials; develops and delivers periodic workshops on system features and uses.

6. Develops and maintains detailed technical documentation of system operations and functionalities; proposes and documents procedures to achieve high-quality online education; advises faculty on best methods and techniques for online education.

7. Researches academic uses of new and emerging technologies; proposes hardware and software purchases; coordinates Academic Technology Resource Center equipment purchases and maintenance of inventory and controls; analyzes functional requirements for the development of systems proposals, specifications and recommendations for efficient, cost-effective solutions.

Marginal Functions:

1. Designs and programs custom software and website solutions to meet the District's needs.

2. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of increasingly responsible experience in the development and administration of systems and web-based technology in a large and complex information systems environment.

Education/Training: Equivalent to a bachelor's degree from an accredited college or university in computer science, information systems or a related field, or relevant industry certification.

Knowledge of:

1. Operating system architecture, characteristics, capabilities, constraints and commands applicable to an academic technology environment.

2. Principles, practices and methods of systems administration and maintenance, including configuration, performance tuning, diagnostic tools, and systems/network management tools and utilities.

3. Methods and techniques of systems troubleshooting and problem resolution.

4. Web-based technologies and design concepts and techniques, including security protocols and applicable programming languages.

5. Database management systems and software, including architectures, diagnostic tools, commands and utilities.

6. Website usability concepts, such as navigational aids, knowledge management and information rendering.

7. Principles and practices of graphic communications.

8. Principles and practices of sound business communication in a college environment; correct English usage, including spelling, grammar and punctuation.

9. Instructional concepts and techniques as they apply to areas of responsibility.

10. Local, state and federal regulations, including terminology and processes applicable to areas of assigned responsibility.

11. The roles and functions of operations of a college and educational sites as applicable to areas of assigned responsibility.

Skill in:

1. Installing, configuring, troubleshooting and maintaining operating systems and hardware, application software and databases to achieve optimal technical performance and user support.

2. Analyzing functional requirements for the development of systems proposals, specifications and recommendations for efficient, cost-effective technology solutions.

3. Conceptualizing practical and creative technology solutions relative to assigned area of responsibility.

4. Planning and completing projects efficiently and in accordance with established quality standards.

5. Planning and conducting effective user training.

6. Communicating clearly and effectively, both orally and in writing.

7. Preparing clear, concise and accurate documentation, reports of work performed and other written materials.

8. Keeping technical skills current with advances in technology related to areas of responsibility.

9. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

10. Establishing and maintaining effective working relationships with others encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The incumbent typically works in computer laboratories where the noise level is normally quiet; and occasionally travels to various education centers. Some repair assignments are performed in close spaces and expose the employee to airborne dust and particles and the risk of electrical shock.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to walk and stand; use hands to repetitively finger, handle and feel computers, peripherals and standard business equipment; reach with hands and arms; and move or lift up to 50 pounds.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.