Classification Title: CSIT Systems Administrator

Department:	Computer Science/Information Systems Department	**EEO6 Code:**	3
Employee Group:	Classified	**Salary Grade:**	40
Supervision Received From:	Dean, Instructional, Arts, Media, Business and Computer Science	**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.

Independently maintains Computer Science and Information Technology (CSIT) laboratories and associated facilities for students, staff and faculty including assigned servers, computer hardware, software and enterprise networking equipment; ensures lab services are available to faculty and students through hardware/software installation, configuration, file systems repair and backups; analyzes and researches resources to meet the instructional needs of faculty and students in relation to curricular requirements; provides information and technical support and training to faculty, staff and students on computer lab programs, activities and operations.

DISTINGUISHING CHARACTERISTICS.

The CSIT Systems Administrator is distinguished from the Academic Technology Systems Administrator by the former's responsibility for the independent administration of the systems, local area network (LAN) and assigned servers in the CSIT labs and associated facilities and required knowledge of subject matter relevant to curricula, while employees in the latter class are responsible for the administration of an enterprise-wide online class management system and other web-based academic technology systems used in the District.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Coordinates the daily operation and use of CSIT computer laboratories and associated facilities and resources for online, classroom and student lab use; ensures proper functioning of equipment; installs, upgrades, configures, monitors, maintains and administers application software; prepares software operating system images or CSIT computer labs; maintains image deployment and management solutions; reimages computers; maintains and monitors servers; troubleshoots and resolves complex software and hardware problems and Internet connectivity, including missing applications and corrupt files; obtains technical support from software vendors as required; coordinates the resolution of network infrastructure problems, both independently and with Information Services.

2. Monitors and maintains the integrity and security of the local area network (LAN); deletes old files, clears old mail and deletes system user accounts; runs diagnostic software for LAN analysis; provides proper security and archive procedures to protect critical user data; scans computers for viruses and malicious software; makes repairs and schedules routine cleaning and preventive maintenance of computers including monitors, keyboards and system units.

3. Creates and maintains student, faculty and staff accounts on administered servers and services; places appropriate files in home directories; configures and corrects passwords.

4. Analyzes computer laboratory software and hardware functional requirements for current and future curricula; confers with faculty and administration in determining requirements for new or modifications of existing software/hardware; contacts vendors to obtain quotes; formulates strategies with faculty to acquire and implement solutions; participates in the development and administration of the CSIT budget; forecasts funds needed for software and hardware materials and supplies.

5. Oversees class and student activities in the lab; ensures laboratories are properly configured in order to support courses of instruction and independent lab assignments; creates and distributes semester laboratory schedules to students.

6. Provides information and technical support to faculty, staff and students on computer lab programs, activities and operations; debugs student programming language assignments; maintains and updates user manuals for students and staff.

7. Participates in the selection of laboratory assistants; trains assistants in software and hardware use, configuration of applications and methods of providing student assistance.

8. Maintains inventory of hardware, software and site licenses; organizes the supply room for the CSIT program; orders supplies as needed.

9. Analyzes current and future industry trends to provide input and guidance to faculty regarding relevancy of current and future curricula.

Marginal Functions:

1. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of academic computer system applications and operations.

2. Receives and responds to phone calls and inquiries related to laboratory operations, services, schedules, policies and regulations.

3. 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: Four years of progressively responsible experience in information technology computer hardware, software and network support, including the operation and maintenance of local area networks, virtualization and web/cloud services.

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 certifications.

Preferred Qualifications:

Experience in the operation of a computer science/information technology laboratory.

Knowledge of:

1. Principles and practices for the operation and maintenance of instructional computer laboratories.

2. Instructional concepts and techniques relevant to the development and implementation of curricula support and delivery solutions.

3. Architecture, characteristics, commands and components applicable to various operating systems running on instructional technology computer platforms.

4. Advanced methods, principles, practices and techniques for troubleshooting and determining the causes of system, computer, networking, and hardware problems and device errors and failures.

5. Principles, practices and methods of hardware and software installation, operation and maintenance for physical and virtual networking hardware, and desktop and portable computers.

6. Principles, practices and methods of server installation, configuration, administration and maintenance.

7. Programming best practices and languages.

8. Standard business support software, including word processing, spreadsheet, presentation, graphics and database programs.

9. Curricula relevant to industry certifications.

10. Federal, state and local laws, codes and regulations pertaining to applicable areas of assigned responsibility.

11. Principles and practices of sound business communication.

Skill in:

1. Obtaining accurate and complete information from faculty and instructors to identify their instructional technology needs and applicable systems and technology.

2. Troubleshooting complex system, hardware, software and network connectivity problems on laboratory computers.

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

4. Making sound, independent judgments within established guidelines.

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

6. 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.

7. 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. Some repair assignments are performed in close spaces and exposes the incumbent 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 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.