



**Classification Title: Infrastructure Systems Administrator**

<b>Department:</b>	Network and Technical Services	<b>EEO6 Code:</b>	3
<b>Employee Group:</b>	Classified	<b>Salary Grade:</b>	40
<b>Supervision Received From:</b>	An Assigned Information Services Manager, Network and Technical Services	<b>Date of Origin:</b>	9/2016
<b>Supervision Given:</b>	General Supervision	<b>Last Revision:</b>	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 administrator for assigned network, voice and telecommunication platforms and operating systems; administers, integrates, monitors and tunes systems for optimal performance; establishes and maintains configuration of software, hardware and multi-platform communications software and protocols; administers assigned active directories.

**DISTINGUISHING CHARACTERISTICS.**

The Infrastructure Systems Administrator is distinguished from the Senior Infrastructure Systems Administrator by the former's responsibility for providing systems administration functions for assigned operating systems while the latter class serves as lead administrator for major platforms and operating systems and performs advanced duties in administrating and integrating systems for optimal performance.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

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

1. Performs enterprise network and telecommunication systems administration functions for assigned enterprise server platforms and operating systems; installs, configures and maintains assigned servers and operating system software and hardware; researches, troubleshoots and resolves or refers to senior staff highly complex system errors, failures and other problems; installs and tests operating system patches, releases, upgrades and fixes.
2. Troubleshoots, researches, diagnoses and resolves hardware, software and network problems; makes adjustments, installs fixes and performs tuning to resolve problems and achieve optimal performance; resolves technical issues with backups through research reproduction and troubleshooting; performs restorations.
3. Configures the District's Voice Over Internet Protocol (VoIP) phones; adds new phone configurations, new extensions and queue-related configuration data; creates user and network accounts and permissions; sets up, configures and provides support for customer wireless devices; troubleshoots and resolves user access problems.
4. Performs systems administration tasks for email applications; researches, troubleshoots and resolves systems and user issues; works with external entities to research and resolve authentication and routing issues; interacts with users to determine needs and recommend solutions to email, messaging and other needs.
5. Configures voicemail accounts, troubleshoots problems and trains end users on the voicemail system.

6. Provides technical assistance to other Information Services staff by providing system infrastructure information and determining access, setup, data location and other requirements; provides technical assistance during the installation and testing of software; responds to problems and requests for assistance regarding customer access to email accounts, voicemail and wireless connections.
7. Runs various phone-related statistical reports as well as automated billing reports; troubleshoots calling irregularities.
8. Maintains up-to-date technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks and participating in professional associations.

**Marginal Functions:**

1. Assists with removing old telecommunications and networking equipment throughout the District utilizing proper inventory disposal guidelines.
2. Assists with the installation and maintenance of networking equipment including cabling, network interface cards, hubs, switches and routers.
3. Attends various meetings and serves on committees as required.
4. 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:** Two years of telecommunications and network systems administration experience, including configuring, implementing and testing releases, upgrades or changes to operating systems, servers and related software.

**Education/Training:** Equivalent to a bachelor's degree from an accredited college or university in management information systems, information technology, computer science or a closely related field.

**Licenses/Certificates:**

Possession of, or ability to obtain, an appropriate, valid California driver's license by time of appointment.

**Preferred Qualifications:**

Cisco experience.

**Knowledge of:**

1. Operating system architectures, characteristics, components and commands applicable to multiple platform network and telecommunications systems.
2. Principles, methods and techniques for layout, installation, configuration, integration and operation of VoIP network systems, devices and software.
3. Network architectures and theory and principles of network design and integration, including topologies and protocols.
4. Principles, practices and methods of systems/network administration and maintenance, including configuration, performance tuning and diagnostic tools.
5. Principles and practices of disaster recovery.
6. Tools and utilities used in monitoring and tuning systems performance.
7. Systems integration design concepts and practices.

8. Database management systems and software.
9. Internet/intranet technologies and design concepts and techniques, including router and firewall configuration and applicable programming languages.
10. Principles and practices of sound business communication.

**Skill in:**

1. Performing moderately complex systems administration functions in a multi-platform and operating system environment accurately and efficiently.
2. Adding, deleting, managing and modifying subscriber accounts.
3. Using various Cisco administration tools and utilities.
4. Configuring and verifying high availability and virtualization on security appliances.
5. Securing wireless networks from security threats following established procedures.
6. Establishing priorities and balancing responsibilities for multiple activities to ensure timely, high-quality results.
7. Troubleshooting and resolving complex hardware, software and connectivity problems.
8. Communicating clearly and effectively, both orally and in writing.
9. Preparing clear, concise and accurate reports, documentation and other written materials.
10. Keeping technical skills current to meet continuing work responsibilities.
11. 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.
12. Establishing and maintaining effective working relationships with those contacted in the course of work.

**WORKING CONDITIONS.**

**Environmental Conditions:** The employee works under typical office conditions, and the noise level is usually quiet. The employee frequently performs work in customers' offices and other locations where the noise level is normally quiet. Some work is performed in confined spaces and on ladders or near moving mechanical equipment; may be exposed 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 sit for prolonged periods; use hands to repetitively finger, handle and feel computers, hand tools, peripherals and standard business equipment; move or lift up to 50 pounds; near visual acuity, color vision and depth perception. Requires operation of District vehicles.

**TERMS OF EMPLOYMENT.**

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