



Classification Title: Technical Services Systems Administrator

Department:	Network and Technical Services	EEO6 Code:	3
Employee Group:	Classified	Salary Grade:	40
Supervision Received From:	Information Services Manager, Network and Technical Services	Date of Origin:	10/2017
Supervision Given:	General Supervision	Last Revision:	10/2017

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 assigned server platforms and operating systems supporting the District's instructional computer labs administered by Information Services' Network and Technical Services staff; manages assigned active directories and group policies; provides lead work direction to other Network and Technical Services staff responsible for supporting instructional computer lab equipment, software and other technology solutions and services; performs complex troubleshooting and problem resolution services; performs the full range of duties assigned to Network/Systems Technicians.

DISTINGUISHING CHARACTERISTICS.

Technical Services System Administrator is distinguished from classes in the Infrastructure Systems Administrator class series by the former's responsibility for providing systems administration and other technical support functions for the District's instructional computer labs while the latter classes perform systems and network administration duties for the District's corporate enterprise network, communications and platform operating systems including advanced duties in managing and integrating systems for optimal performance on a District-wide basis.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Performs systems administration functions for assigned server platforms and operating systems supporting operations of the District's instructional computer labs, specialized applications, cloud-based applications, and database administration; receives physical and virtual servers from data center staff and installs, configures, tests and maintains servers, operating system software and applications for specific labs; monitors system resources including server utilization, disk usage, response time and other performance issues; installs and tests operating system patches, releases, upgrades and fixes; develops scripts to automate routine system maintenance tasks; installs and tests operating system and application patches, releases, upgrades and fixes; researches, troubleshoots and resolves or refers network errors, failures and other problems and complex interoperating problems to other Information Services staff for resolution.
2. Participates in selecting, trains and provides day-to-day lead work direction to other Network and Technical Services staff, short-term employees and student workers; participates in assigning and monitoring work for completeness, accuracy and conformance with District, department and legal/regulatory requirements and standards; assists in

monitoring work flow to ensure that mandated deadlines are being met in an optimal manner; assists in ensuring a fair and open work environment in accordance with the District's commitment to teamwork, mutual trust and respect.

3. Configures, maintains, monitors and administers Active Directories for student domains applicable to specific computer labs; creates, maintains and updates group policies and administers user accounts and permissions; sets up, configures and provides support for customer wireless devices; troubleshoots and resolves user access problems.
4. Assists in the design and layout of new or modified instructional computer labs; meets with faculty and staff to determine lab/classroom system needs; assists with planning and coordinating computer hardware and software rollouts and works with vendors on major installations or conversions; supports academic computer labs with installation and maintenance standards for network computers, peripherals and educational software applications including specialized systems to meet Americans with Disabilities Act requirements; maintains detailed documentation of work performed and all hardware/software configurations.
5. Customizes and maintains computer software images to meet the academic requirements for specific labs and deploys images to new hardware and mobile devices; packages general software such as Adobe Reader, Flash Player, Java, Firefox and Chrome for mass deployment to instructional lab computers.
6. Configures, maintains and troubleshoots servers, workstations, laptops, printers and other peripheral equipment and hardware; troubleshoots, researches, diagnoses and resolves instructional computer lab 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 file restorations.
7. Researches, pilots and implements new technologies to improve management of personal computers.
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. Provides technical assistance during the installation and testing of software.
2. Assesses system capacity issues and participates in recommending system upgrades and replacements.
3. Assists with development of disaster planning and recovery procedures; assists with maintenance and monitoring of network security.
4. Assists with removing old equipment throughout the District utilizing proper inventory disposal guidelines.
5. Assists with the installation and maintenance of networking equipment including cabling, network interface cards, hubs, switches and routers.
6. Attends various meetings and serves on committees as required.
7. 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: One year of 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 operating systems.
2. Principles, methods and techniques for layout, installation, configuration, integration and operation of operating and 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 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 user accounts.
3. Using various Cisco administration tools and utilities.
4. Configuring and verifying high availability and virtualization on security appliances.
5. Establishing priorities and balancing responsibilities for multiple activities to ensure timely, high-quality results.
6. Troubleshooting and resolving complex hardware, software and connectivity problems.
7. Communicating clearly and effectively, both orally and in writing.
8. Preparing clear, concise and accurate reports, documentation and other written materials.
9. Keeping technical skills current to meet continuing work responsibilities.
10. 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.
11. 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.

TERMS OF EMPLOYMENT.

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