SANTEE SCHOOL DISTRICT

SYSTEMS ADMINISTRATOR

Definition

Under direction of Director, Information Technology; design, plan, install, and maintain the district's LAN and WAN, implementation and maintenance of district's technology systems. Provide high level support for district wide technology system. Organize and participate in network user support activities; train, schedule and supervise assigned personnel.

Distinguishing Characteristics

Incumbents provide the highest level of technical support to ensure maximum system and network performance.

Examples of Duties

a. Plan, design, install and support of the District technology systems and network infrastructures, equipment, and application to achieve optimum performance
b. Review and evaluation of systems and network related needs and recommend appropriate solutions.
c. Supervises maintenance of the district's technology systems including VMware servers and Citrix servers.
d. Monitor server performance, usage and license status.
e. Analyze network and other system hardware problems and coordinate repair/service.
f. Provide direct software and hardware support for the student services system and other related application software and hardware.
g. Provide technical expertise, training and support to staff, users at schools and district office.
h. Prepare clear and understandable operating procedures and documentation in compliance with established standards.
i. Confer with users to determine software and hardware requirements and desired output, resolve problems and provide support and assistance.
j. Monitor and troubleshoot appropriate usage and performance of the systems in accordance with plan, standard guidelines and procedures.
k. Conduct routine audits of the systems' security information and reviews system/application access.
l. Research and evaluate new technologies for possible implementation within the District or school sites.
m. Assure proper security of the District system; plan, install and test security and redundancy for assigned systems.
n. Maintenance firewall and content filter.
o. Assure compliance with backup procedures for assigned systems.
p. Assure availability of network services including email, internet access, printing and network sharing.

Qualification Guide

Knowledge of:

    a. Windows network operating systems.
    b. Active Directory (AD) structure including DNS, DHCP and WINS.
    c. Citrix and VMware system administration.
    d. Network security and firewall administration.
    e. Relational database support and management.
    f. LAN/WAN technologies and protocols.
    g. Project management procedures and techniques.
    h. Principles and techniques of systems and network analysis.
    i. Practices related to software licensing and service agreement.

Ability to:
    a. Support and troubleshoot windows server 2000/2003/2008-based IT Network.
    b. Provide support for the Student Information Systems and other related application software/hardware.
    c. Organize and direct operations and activities related to the installation, configuration, maintenance, troubleshooting and repair of system hardware, software, peripheral and network systems.
    d. Supervise and participate in the design, installation, operation, maintenance and repair of the LAN/WAN.
    e. Maximize system availability and performance through fault tolerant configuration, efficient network architectures and proactive server/network monitoring.
    f. Provide support to network users.
    a. Prepare clear and concise technical report and correspondence.
    b. Analyze, research and resolve technical issues.
    c. Plan and organized work to meet schedules and time lines.
    d. Work independently with little supervision.
    e. Establish and maintain cooperative and effective working relationships with other staff.

Licenses

Possession of a valid California driver's license and availability of private transportation.

Training and Experience

Any combination of training and experience sufficient to demonstrate possession of the minimum qualifications detailed above. Typical qualifying experience would include a Bachelor's Degree from an accredited college or university in business, computer science, or related field and four years of server/network administration and user support experience in a comparable organization. Additional certifications in hardware repair (A+), Microsoft Server/Network (MSCE), Citrix and VMware administration are highly desirable.

Working Condition

Working condition includes office and school sites environment. Shift may vary to allow network configurations when users are not on the system. Some noise and temperature variations are expected from equipment and equipment room environment. Physical ability to bend, kneel, stoop, crawl, stretch, work from ladder, lift and carry a variety of equipment and objects weighing up to 50 pounds.

Characteristics

Honesty; industry; initiative; dependability; and good judgment in conjunction with position duties; loyalty, desire to serve, and other related qualities. Sufficient stamina, dexterity, mobility, flexibility to: work evenings or weekends, as necessary, operate a variety of equipment; travel from site to site and move to various work locations. Sufficient hearing and speech to comprehend office conversation and to communicate orally in a clear understandable manner.

Mental Functions

Ability to: think logically and analytically; and concentrate for long periods of time; comprehend technical concepts and complex applications; exercise creativity, persistence and patience in problem resolution; and make concepts understandable to users.

Board Approved: May 19, 2009