**Position Title:** Senior Platform Systems Administrator  
**Contract Length:** 12 Months  
**Date:** 9/29/10  
**Date of Last Revision:** 9/2/13  
**Job Code:** IT0565  
**Pay Grade:** T12  
**FLSA Status:** Exempt

**Job Family – Information Technology**

**JOB SUMMARY**

Defines, designs and implements solutions using various server, storage and computing platforms. Proposes and implements system enhancements (software and hardware updates) that will improve the performance and reliability of the system. Works to define, order, and install various hardware platforms including their operating systems, applications, and possibly their databases. This position may address complex systems management processes and automation such as configuration, asset, problem, discovery, change, release, and security management. Analyzes, acquires, installs, modifies and supports operating systems, databases, utilities and Internet/intranet related tools. Conducts systems programming and systems support activities, such as new or revised program language codes, processing routines and report generators. Serves in an escalation mode to provide technical support to field engineers, technicians and customer service representatives who are diagnosing, troubleshooting, repairing and debugging complex hardware, storage and computing environments. Responds to situations where first line product support has failed to isolate or fix problems. Works on complex issues where analysis of situations or data requires an in-depth evaluation of variable factors. Exercises judgment in selecting methods, techniques and evaluation criteria for obtaining results.

Use of this job family outside of centralized IT requires approval from the Chief Technology Information Officer.

**MAJOR DUTIES & RESPONSIBILITIES**

<table>
<thead>
<tr>
<th>List most important duties first</th>
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<tr>
<td>1. Maintains tools that support and automate processes for hardware or software product release.</td>
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<tr>
<td>2. Modifies, maintains and updates software and hardware. Manages end user accounts, permissions, access rights and storage allocations in accordance with best practices regarding privacy, security and compliance. Recommends technology tools and products, develops technical standards and acts as a resource to junior members.</td>
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<td>3. Analyzes system, server, application, and network performance. Develops and reviews operator and control instructions, and prepares and conducts system and programming tests requiring interfacing of hardware and software.</td>
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<td>4. Conducts research on emerging products, services, protocols and standards in support of systems software procurement and development efforts.</td>
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<td>5. Conducts programming tasks including program design, program coding, debugging and documentation.</td>
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<td>6. Performs other job-related duties as assigned.</td>
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# Houston Independent School District
## Job Description

### EDUCATION
Bachelor’s Degree or equivalent, relevant work experience of four years in addition to the minimum experience requirement of 5 years. Master’s Degree graduate coursework preferred.

### WORK EXPERIENCE
7+ years

### TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION
Having broad expertise or unique knowledge, uses skills to contribute to development of company objectives and principles and to achieve goals in creative and effective ways. Has completed all levels of certification. Works to develop industry-level knowledge on new enhancements and developments coming in the next 1-5 years. Is actively working on a certification level in a related field. Works from learning one technology/language/application (e.g., SAP, Chancery, PeopleSoft, C++, Java, Windows, Linux, Unix, EAI, Middleware, SOA) method, and approach to being fully versed on all including emerging technologies, methods, and design considerations. Formal engineering and system engineering skills acquired.

### LEADERSHIP/SUPERVISORY RESPONSIBILITIES
No supervisory or direct people management responsibilities. Senior level positions are expected to provide work guidance, technical advice, training, and mentoring to other employees. These positions are expected to share information with less senior positions as they help them develop their skills.

### WORK COMPLEXITY/INDEPENDENT JUDGMENT
Work is substantially complex, varied and regularly requires the selection and application of technical and detailed guidelines. Independent judgment is required to identify, select, and apply the most appropriate methods as well as interpret precedent. Position regularly makes recommendations to management on areas of significance to the department. Supervision received typically consists of providing direction on the more complex projects and new job duties and priorities.

### BUDGET AUTHORITY
Compiles and organizes data and figures.

### PROBLEM SOLVING
Decisions are made with greater freedom and discretion, including recommendations that are subject to approval on matters that may affect multiple departments across HISD. Job is frequently expected to recommend new solutions to problems, to improve existing methods/procedures/services and generate new ideas. May also review decisions made by other individuals on more routine matters.

### IMPACT OF DECISIONS
Decisions have moderate impact to the facility/department or division, causing increased satisfaction or dissatisfaction; producing efficiencies or delays; promoting or inhibiting personal intellectual or professional development; and/or contributing to financial gain or expense. Errors may be serious, usually not subject to direct verification or check, causing losses such as improper cost calculations, overpayment or improper utilization of labor, materials or equipment. Effect usually confined to the organization itself and is short term.

### COMMUNICATION/INTERACTIONS
Negotiate and influence – interprets department strategies and services, resolves conflicts, influences outcomes on matters of significance for the division, conducts final negotiations and coordinates approvals/decision making below the executive level. Interactions are typically with customers and Top Management.

### CUSTOMER RELATIONSHIPS
Regularly assesses and diffuse complex, and escalated customer issues. Takes personal responsibility and accountability for solving systemic customer service problems. Regularly explores alternative and creative solutions to meeting the needs of the customer within HISD's policies and guidelines.

### WORKING/ENVIRONMENTAL CONDITIONS
Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements. Repetitive motion: Substantial movements of the wrists, hands, fingers, and/or upper body for sustained periods of time, including using extremities to drag, push, pull or grasp. Employee is expected to be able to commute to multiple work sites in a day and perform dispatched resolution. Sitting: Particularly for sustained periods of time. May have to lift up to 50 pounds. Work is normally set to specified shifts.
|This position is expected to be goal and customer service focused. During times of emergencies, outages and project planned work; employees are expected to be on call and available until the event is addressed. During system conversions, extra effort may be required in order to ensure the roll out of the system is successful.|