

Network Specialists - Systems Administrator



BAND	GRADE	SUBGRADE	FLSA STATUS
C	4	3	Exempt

NATURE OF WORK

The Systems Administrator supports the district-approved technology systems delivering consistent services and support to internal and external users. This position coordinates, implements, maintains and supports enterprise-wide instructional, learning, and administrative technology solutions. Primary duties and responsibilities include: analyzing system capabilities and implementing process and procedure changes to utilize software or hardware better; coordinating with software vendors regarding software support and system enhancements; overseeing and providing technical troubleshooting of hardware configurations; developing and implementing computer software standards; developing testing and maintenance plans for software configurations; coordinating projects involving the implementation of new software or hardware, or system changes; and training end users.

TYPICAL CLASS RESPONSIBILITIES: (These responsibilities are a representative sample; position assignments may vary.)

FREQUENCY

**BAND/
GRADE**

1.	Deliver exceptional customer service and support to all district stakeholders to ensure a world-class technology experience by executing assigned technology tasks and projects, including planning, implementing, developing, installing, securing, configuring, maintaining, testing, and monitoring enterprise-wide learning and administrative technology solutions.	Daily 40%	C4
2.	Provides consultations for more complex escalated technical issues; and provides backup support for level one and level two personnel as required. Identifies, researches, and resolves system performance issues according to defined SLAs. Maintain healthy systems infrastructure by implementing regularly scheduled systems and equipment maintenance.	Daily 35%	C4
3.	Identifies, recommends, and remediates relative information technology security operations, performance, and maintenance; evaluates and monitors systems and security risks; creates processes for implementing security procedures; establishes backup and restoration processes; and provides representation on disaster recovery and business continuity teams.	Daily 15%	C4
4.	Provides recommendations to assist in the planning, strategic decisions, implementation, improvements, and maintenance relative to equipment replacements, networks, applications, infrastructure, and other technologies and systems; and makes recommendations on when to use external vendors. Provides support and documentation to ensure understanding of systems use, programs, and procedures.	Weekly 10%	C4
5.	Performs other duties of a similar nature or level.	As Required	N/B

FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

The above classification responsibilities represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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LEVEL OF DECISIONS

Responsibilities are typically broad in nature, requiring originality and ingenuity to ensure an appropriate alignment between assignments and organizational policies and objectives. Incumbents typically have appreciable latitude for determining the appropriate actions, decisions, or processes to utilize. These determinations are guided by advanced training and knowledge in the area of assignment.

DIRECTION RECEIVED

Incumbents apply departmental and organizational policies and procedures to specific situations, may adapt standard procedures as necessary to achieve objectives, and work under general supervision.

DIRECTION PROVIDED

Incumbents may assign/delegate work assignments to lower-level employees; troubleshoot problems and issues commensurate with relevant experience; may instruct others in work methods and procedures; and verify the work of others.

TRAINING AND EXPERIENCE REQUIREMENTS

AA Degree with an emphasis on technology support, system management, or a closely related field.

LICENSING REQUIREMENTS

Incumbents in this class typically require:

- Technical Certifications - Preferred
- Cisco, VMware, Microsoft, Apple - Preferred

KNOWLEDGE REQUIREMENTS

- Formal project management theories, tools, procedures, and practices;
- Software, hardware, and networking principles;
- Applicable hardware, software, and peripheral equipment;
- Applicable operating systems;
- Applicable programming languages;
- Systems analysis and design principles;
- Process improvement principles;
- Network structures;
- Technology troubleshooting techniques;
- Research methods;
- Customer service principles;
- Applicable local, state, and federal laws, rules, and regulations;
- Recordkeeping principles;
- Computers and related software applications.

SKILL REQUIREMENTS

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- Managing projects and prioritizing and assigning work;
- Installing, configuring, and troubleshooting technological platforms, applications, and systems;
- Designing, developing, and implementing applications;
- Identifying and interpreting customer requirements and translating them into system specifications;
- Establishing and following procedural and technical standards;
- Evaluating, troubleshooting, and resolving hardware, software, network, and peripheral problems;
- Creating and disseminating documentation and standard operating procedures;
- Communicating technical information to a non-technical audience;
- Providing customer service;
- Preparing and maintaining records and reports;
- Operating a computer and applicable software applications;
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

PHYSICAL REQUIREMENTS

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Must be able to work in hazardous locations as defined by OSHA, including heights or small spaces. Ability to push or pull up to 100 pounds.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

CLASSIFICATION HISTORY

DATE	COMMENT
September 2022	Draft prepared by GBS
February 2023	Reviewed by Director of Technology and Executive Director of HR

NOTE

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.