IRVINE UNIFIED SCHOOL DISTRICT

SYSTEMS ADMINISTRATOR I

DEFINITION:

Under the supervision of the Chief Technology Officer, performs a variety of information systems administration functions including installing, configuring, and supporting complex operating and server-based systems; monitors and maintains District technology systems including servers, networking, applications, and databases; assists the development of images, deployment of applications and services, technology device management, and advanced technical problem solving; monitors services and applications to ensure availability to system users; assists with the implementation of new and upgraded technologies.

DISTINGUISHING CHARACTERISTICS:
Systems Administrator I is the entry-level classification in the series. Employees at this level work under close supervision and perform work in the maintenance, installation and repair of District technology systems including servers, networking, applications and databases. The Systems Administrator III is the advanced-level in the series. Positions at this level are distinguished from the journey-level Information Systems Administrators, by the greater difficulty and complexity of the analytical tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Installs, configure and deploy server hardware and software, including operating systems, applications, and patches to support and maintain effective network service operations throughout the District.
- Supports, troubleshoots, repairs and maintains server issues and security for enterprise and large scale applications.
- Provides Activity Directory Management assistance to District staff in managing user and computer accounts.
- Troubleshoots, reviews and resolves blocked websites; performs a variety of duties related to filter management.
- Manages, deploys, configures, and maintains servers in a virtualized and traditional environment.
- Assists in creating scripts to monitor systems, diagnostics, resolve issues, and automate routine tasks.
- Provides support for device management including image development, mobile device management, application packaging and deployment.
- Configures systems for high availability including strategies for back-up and recovery, failover, load balancing, and full redundancy.
- Installs server hardware and components such as disks, memory, and other components; models and tests changes to production systems.
- Analyzes and resolves issues, gathers information to identify needs, evaluates systems and network requirements, and
- Diagnoses and resolves complex software, server, and networking issues.
- Supports the District's directory services infrastructure, including hardware configuration and upgrades, group architecture, account maintenance, and authentication for authentication and network access.
- Creates, and maintains written and verbal procedures; prepares written technical documentation, training material, standards, reports, and other documents as assigned.
- Evaluates systems and alternate solutions; develops functional specifications, standards, and requirements for hardware and software purchase and design to ensure optimum system and end-user performance; makes recommendations for changes and additional services.
- Trains and provides guidance to District personnel.
- Provides general networking, computer, and other technology support as needed.
- Prepares and maintains a variety of records and reports related to assigned activities; provide special reports as requested by various departments.
- Operates a variety of office equipment including a computer and assigned software.

- Drives a vehicle to various sites to troubleshoot software and hardware related problems.
- Attends and participates in meetings, conferences and in-service trainings; maintains current knowledge of technological advances and industry trends.

QUALIFICATIONS GUIDE

Knowledge of:

- Methods, tools and equipment used in the installation and service of hardware and software.
- Industry-standard networking principles, theories and practices.
- Advanced understanding of networking protocols, hardware and technology.
- Use of network management software including Windows server, Active Directory and computer management software applications.
- Use of network management software.
- District organization, operations, regulations, policies and objectives related to position.
- Technical aspects of field of specialty.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Principles and practices of installing and maintaining servers and workstations.
- Methods, tools and equipment used in the installation and service of hardware and software.
- Computer hardware systems, operating systems, peripheral equipment, software applications, and languages utilized by the District.
- Image development and deployment, including application delivery, inventory tracking, update management, and policy administration
- Basic scripting languages used to update directory systems and other services within the scope of responsibility of the Systems Administrator.
- Networking concepts, practices, and troubleshooting techniques.
- Web filtering techniques.
- Server security, including user directory structures.
- Server backup and recovery.
- Systems and procedure analysis and development.
- Current and recent versions of Microsoft SQL Server and related reporting tools.

Ability to:

- Support the installation, maintenance, and documentation of network hardware, software, and operating systems
- Install, configure and test network and server-based application software and hardware.
- Assist with the maintenance and troubleshooting of complex network and server issues.
- Implement systems to protect data security.
- Provide technical support to department support staff.
- Collaborate with District management in long-term plans and strategies.
- Create complex scripts.
- Develop functional specifications, standards, and requirements for hardware and software purchase and design to assure optimum system and end-user performance.
- Work in a virtualized environment and manage computers remotely.
- Understand and carry out oral and written instructions
- Communicate clearly and concisely both oral and written.
- Establish and maintain cooperative and effective working relationships with others.
- Keep current with technology changes and learn new computer applications.
- Provide training and support to others in the use and care of network technology and software.
- Plan and organize work.
- Work independently with little direction.
- Perform work with constant interruptions.
- Meet schedules and timelines.

EDUCATION/EXPERIENCE:

Any combination equivalent to: graduation from high school and college level coursework in computer science, information systems or related field and one year experience in the training, programming, use, and installation of server hardware and software.

LICENSES AND OTHER REQUIREMENTS:
- **Valid California Class C driver's license.**

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Hearing and speaking to exchange information in person or on the telephone.**
- **Seeing to view a computer monitor.**
- **Dexterity of hands and fingers to operate a computer keyboard.**
- **Lifting, carrying, pushing or pulling objects up to 25 pounds.**
- **Bending at the waist, kneeling or crouching.**
- **Reaching overhead, above the shoulders and horizontally to install servers.**

WORK ENVIRONMENT:
Indoor/Office environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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