San Jose · Evergreen Community College District
Classified Job Description

Position: System Administrator, Senior   **Department:** Information Technology Services & Support (ITSS)

Location: District-Wide   **Date:** January 24, 2018

POSITION PURPOSE

Under general direction of an assigned administrator, performs advanced senior technical duties as a professional staff member for the installation, maintenance, security and administration activities related to information systems, servers and database functions within the ITSS Department; provides cross-functional support and backup as assigned.

DISTINGUISHING CHARACTERISTICS

The Senior Systems Administrator is a senior level, non-managerial professional, fully functional in all aspects of the assigned field. Positions at this level serve as a senior technical resource providing advanced technical support, systems analysis and solutions to assigned functional area. The Senior Systems Administrator works on moderately to highly complex projects for ITSS requiring complex systems analysis and creative problem solving skills.

KEY DUTIES AND RESPONSIBILITIES:

1. Perform information systems analysis, design and implementation.

2. Perform virtual and physical server installation, configuration, maintenance, software updates, documentation and support.

3. Administer application installation, maintenance, software updates, user account management, documentation and support.

4. Schedule and perform system maintenance to ensure high availability of all components of the District's database environment.

5. Monitor and maintain network and server performance, security and troubleshooting.

6. Support identity management infrastructure and troubleshooting.

7. Participate in disaster recovery and business continuity planning and implementation. Ensure redundancy and stability for all critical systems and data protection, backup and recoverability for all supported systems.

8. Use Information Security best practices to harden servers and network applications.

9. Communicate with ITSS staff and end users at both colleges; provide information or communicate issues and concerns to senior management

10. Work with other ITSS staff to maintain system and network operations; research and implement new technologies as they pertain to educational institutions.

11. Administer, maintain, and configure servers for VoIP telecommunications systems.

12. Coordinate with consultants and vendors on the installation, configuration, and support of new servers and data tools.

13. Participate in the administration of Microsoft Exchange online in Office 365 with a hybrid premise infrastructure.

14. Support student information system database and related systems.

15. Provide secondary cross-functional backup for other technical staff as assigned such as database administrator and basic network engineering tasks.

16. Install and maintain hardware and software products and operating systems.

17. Develop and maintain network interface of servers on the District network.

18. Create and maintain software and hardware inventories.

19. Provide support to end users for escalated help desk requests.

20. Assist management in evaluating new hardware and software products and in designing new systems.

21. Perform other duties related to the position as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Physical and VMWare virtualized server environments.

2. Microsoft Exchange Online (Office 365) and Windows Server Environments.

3. Database concepts, design and processing techniques.

4. Principles of VoIP systems.

5. Enterprise level backup procedures software and procedures.

6. Hardware and software installation procedures.

7. Principles of host/server operating systems.

Skills and Ability to:

1. Perform advanced systems and database administration.

2. Apply the principles and concepts listed above.

3. Educate end users as needed to facilitate troubleshooting and use of technology to perform their work.

4. Analyze and develop logical solutions to problems.

5. Communicate effectively and tactfully in both oral and written form.

6. Establish and maintain cooperative and effective working relationships with others.

7. Install, maintain and administer operating systems and application servers.

Experience and Education:

1. Bachelor's degree with a major emphasis in computer science, data systems or a related field.

2. Four years of experience installing and maintaining server hardware and software, including direct combined experience with maintenance and administration of Windows Servers in a virtualized server environment.

3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

License and Certificates:

1. Possession of a valid California driver's license is required.

WORKING CONDITIONS

Environment

1. Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.

Physical Demands

1. Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Board Approved: 8/14/07, 9/11/07, 1/23/18
Salary Range: 142
EEO Category: 2B2 – Other Professionals