

**San Jose · Evergreen Community College District
Classified Job Description**

Position: System Administrator

Department: CTSS or ITSS

Location: District-Wide

Date: 8/29/18

POSITION PURPOSE

Under the direction of an assigned administrator, perform advanced, skilled and technical duties on system administration involving installation, configuration and maintenance of various server operating systems, database systems, and storage and backup systems. The position provides cross-functional support and backup other team member as assigned.

KEY DUTIES AND RESPONSIBILITIES:

1. Manage and maintain assigned systems and servers, including physical and virtual server environments in various operating systems.
2. Schedule and perform system maintenance to ensure high availability of all components of the District's application and server environment by monitoring and maintaining system performance.
3. Maintain security and integrity of the database and system files including administering access security for hardware and software.
4. Install, maintain and support a variety of software for faculty, staff and labs across campus. Tasks involve large-scale deployment and management of software and licenses using a variety of software imaging and management tools.
5. Assist programming and application support staff in writing and debugging applications; assist users with questions and problems involving connection to host computers (servers).
6. Assist management in evaluating new hardware and software products and in designing new servers and virtualized systems.
7. Administer, maintain, and configure the print servers that manage the campus wide printing systems that connect printing devices.
8. Coordinate with consultants and vendors in the installation and configuration of new servers and data tools. Oversee campus servers which support all staff and students for network access to site resources.
9. Develop and maintain network interface of host computers (servers) with LAN/WAN.
10. Update and assemble control programs; develop and update interface programs; perform system backups.
11. Create and maintain program libraries, applications, and desktop images for deployment.
12. Develop procedures to assist Help Desk/Operations staff in operating the host systems; assist programming and applications support staff in writing and debugging applications.
13. Work with ITSS or CTSS staff to maintain systems and network operations; monitor and analyze system and network traffic; keep records of denial of service attacks and prevent them when possible.

14. Provide support to IT Support staff on issues on computing (hardware and software) systems and related instructional equipment.
15. Provide input to budget preparation process, research the cost, technical specifications, and comparability of server equipment.
16. Prepare and maintain a variety of records related to equipment maintenance and repair, inventory control, service records, and software and licensing agreements.
17. Provide technical support for a variety of events and meetings including phone, video conferencing (such as Zoom and Skype) and audio/visual technology setup and teardown.
18. Perform other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Relational database concepts, design and processing techniques.
2. Windows Servers environment implementation and configuration.
3. Principles of virtual computing server implementation and configuration.
4. Network security techniques such as group policy, AppLocker, Scripting (PowerShell) to control user/computer access to resources.
5. Server roles: DNS/DHCP/Active Directory Users and Computers.
6. Networking concepts such as routing protocols, QoS and VLANs.
7. Backup system software, procedures for best practice retention schedules.
8. Principles and techniques of program planning, program design, testing and implementation.
9. Systems and procedures analysis and development.
10. Operations, production capacity, and uses of standard data processing equipment.
11. Principles of host/server operating systems.

Skills and Ability to:

1. Install, configure, and maintain servers in a standalone or virtualized environment.
2. Use software deployment tools and processes to mass deploy computers.
3. Train and provide information to technology staff members.
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 various workstation operating systems.

Experience and Education:

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

WORKINGS CONDITIONS

Environment

1. Office environment. Potential loud closed indoor environments such as server rooms.

Physical Demands

1. Hearing and speaking to exchange information in person or on the telephone.
2. Seeing to view a computer monitor.
3. Dexterity of hands and fingers to operate a computer keyboard.
4. Sitting for extended periods of time.

Hazards

1. May expose to electrical risks.

Board Approved: 08/02/1994, 07/01/1999 (rev. Computer/Electronics Technician), 8/28/18
Salary Range: 132
EEO Category: 2B2 – Other Professionals