



SENIOR SYSTEM ADMINISTRATOR

Position Summary

The purpose of this senior level position is to support user access to district technology platforms. Achieved by servicing support requests by email, phone, and in person. Additionally, this position will provide direct technical guidance, support and training to school and central office users of these systems. This position plays a senior role in designing, implementing, and managing systems and services, as well as providing support for these systems. Systems include Windows, Linux, MacOS hosts, email, storage, web servers, directory services, authentication, virtualization, and more. This position builds automation, scripting, and integration between hosts, applications, and services supported by the Network Services team.

Supervisory Relationships

This position reports to the Network Services Manager or designee and may provide senior level guidance and leadership within the Network Services team.

Essential Functions

1. Coordinate district wide information technology projects.
2. Work with building staff and departments to maintain documentation of district information systems.
3. Consult and provide training for all users and/or departmental staff concerning the IT systems the department supports.
4. Respond to inquiries, complaints, problems or emergencies affecting the availability or quality of services.
5. Document work in ticketing system and completion of work orders.
6. Provide liaison between Technology Services staff and technology users.
7. Participate in system planning, design, project management, and project delivery
8. Respond to help desk requests meeting or exceeding the established department/district service level agreements.
9. Provides training to technology department staff in addition to providing classroom training and one-on-one assistance to district staff in procedures related to district supported systems
10. Monitor hardware and software systems performance. Determine course of action necessary to maintain optimal system performance.
11. Identify and correct hardware and software problems related to supported systems.
12. Assist technology staff in identifying reporting needs and related system requirements.
13. Communicate new operational procedures to computer system users.
14. Provide telephone support to technology users in operation of hardware and software systems.
15. Maintains regular and prompt attendance.
16. Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

1. All required knowledge, skills, and abilities listed in Systems Network Specialist: https://www.4j.lane.edu/wp-content/uploads/2013/04/4J_HR_-JOD-DISP_SystemNetworkSpecialist.pdf
2. Requires senior level experience and knowledge of district supported systems, services, and applications including functions, components and practices.
3. Strong interpersonal communication skills, both verbal and written.
4. Ability to provide tactful information in situations where there are competing demands.
5. Ability to manage time effectively and work with accuracy and attention to detail in order to meet deadlines.
6. Ability to learn practical work methods, features and programming of district supported IT systems including email, directory services, server management, storage, virtualization, reporting and alerting, inventory and help desk ticketing system.
7. Ability to plan, organize and coordinate, schedule and evaluate requests for IT Systems, equipment and problem-solving situations.
8. Ability to solve complex technology problems.
9. Ability to conduct building site training and problem-solving for system users.
10. Demonstrated ability in highly sophisticated oral and written communication skills.
11. Ability to perform at a highly independent level as well as on a team.
12. Experience with scripting, and system automation.
13. Advanced knowledge of Windows, Unix, and Macintosh operating systems.
14. Advanced knowledge of data networking, storage, and virtualization.
15. Advanced knowledge of firewalls, email, web servers, directory services, system administration, system backup.

Minimum Qualifications

Education

- Bachelor of Science degree in Computer Science or related discipline. Courses in computer programming , computer engineering, mathematics and statistics are desirable.
- Related field or any equivalent combination of education and experience that would provide the above noted knowledge, skills and abilities. Approval is required by Human Resources.
- Bilingual/bicultural applicants preferred.
- Must have a valid driver's license.

Work Experience

- Experience - Minimum (5) years of experience in complex systems design, programming and systems software and support.

Work Environment

- Primary work environment: office setting, classrooms, and indoor spaces at schools.
- Must be able to remain in a stationary position for prolonged periods; exposed to visual display terminal for prolonged periods; may experience frequent interruptions;
- Must be able to position and reposition oneself in restricted spaces, including under desks, and other confined spaces.

- May move equipment and gear weighing up to 90 lbs.
- Occasionally ascends and descends ladder to service, install/repair equipment.

ADDITIONAL INFORMATION	
Employee Unit	Professional - MAPS
Pay Grade	Grade 8
Approved by	Karen Hardin, Director of Human Resources
Last revised	November 10, 2020