



SENIOR SYSTEMS ADMINISTRATOR

Revision Date: 05/09/18

BRIEF DESCRIPTION OF POSITION:

Under the direction of the Director of Learning Support Services, performs a variety of activities involved in planning, directing, designing, coordinating and administering systems, networks and subsystems including all servers and networking hardware; manage and automate recurring tasks, resolving server and network operational issues; maintaining server and network hardware, software, and services. Manages a small team of technical professionals providing operational support to district end-users. The Senior Systems Administrator will be an escalation point for the District's Helpdesk team. Working in a demanding fast-paced environment, the Senior Systems Administrator will need exceptional service skills, technical expertise and individual initiative while maintaining a customer-centered attitude.

STATEMENT OF ESSENTIAL DUTIES:

- a. Excellent knowledge of server hardware and problem-solving skills.
- b. Project management and documentation skills.
- c. High level of initiative and dedication.
- d. Some level of expertise with LAN network administration.
- e. Hands-on experience with server applications in a Microsoft networked environment.
- f. Monitors and troubleshoots messaging routing configurations and issues. Has a solid troubleshooting methodology and a knowledge of Microsoft best practices, Skype for Business and Exchange server environments.
- g. Experience with designing and implementing Active Directory and related services – DNS, WINS, DHCP, FRS, and DFS. Experience with Microsoft GPO for user and computer policy management.
- h. Experience in a multi-domain/multi-site environment and able to troubleshoot and resolve all AD replication traffic problems.
- i. Design and deploy solutions for users providing High Availability (HA) and disaster Recovery (DR) capabilities.
- j. Ability to make design decisions for new implementation and ability to troubleshoot VMware ESXi and related VI components.
- k. Able to present, organize and convey factual information and problems within department and with assigned customer group.
- l. Able to manage/prioritize own time and tasks. Understands customer group's tactical needs and how their work impacts the business.
- m. Function as a mentor to provide knowledge transfer to peers and IT staff.
- n. Performs other duties as assigned. Follows OUHSD rules, policies, procedures, applicable laws, and standards.
- o. Must be flexible to work outside normal business hours.
- p. Demonstrates ability to be a team player and willingness to lend a hand with any projects.
- q. Supervises IT Technical Staff.
- r. Provides Professional Development for IT Technical Staff.
- s. Performs other duties as assigned. Follows OUHSD rules, policies, procedures, applicable laws, and standards. Must be flexible to work outside normal business hours. Ability to be a team player and willingness to lend a hand with any projects.

KNOWLEDGE AND ABILITIES:

Knowledge:

- Operations and use of computers and related peripheral equipment
- Basic principles of Network operating systems and concepts
- Database Management Systems (SQL)
- Advances functions of Microsoft Word and excel
- System documentation and record keeping techniques

- Collect information and data utilized in report preparation
- Maintain a valid California Driver's License
- Microsoft best practices
- IT security best practices
- Interpersonal skills using tact, patience and courtesy
- Oral and written communication skills

Ability to:

- Use basic and intermediate functions of Network operating systems
- Provide technical expertise to users and IT staff
- Maintain current knowledge of technological advancements in the computer field
- Meet schedules and timelines
- Work independently with little direction;
- Maintain various records related to work performed;
- Communicate effectively both orally and in writing;
- Establish and maintain cooperative and effective working relationships with others;
- Maintain Regular Attendance.
- Read and utilize technical manuals

EDUCATION AND EXPERIENCE:

- a. Three (3) years' experience operational experience with G Suite Admin, Windows Server, Microsoft System Center, Active Directory, and messaging technologies highly preferred. Associates degree in Information Technology or related field preferred. Experience will be considered in lieu of Associates Degree. Bachelor Degree in Information Technology preferred. Three (3) years operational experience with G Suite Admin, Windows Server, Microsoft System Center, Active Directory, and messaging technologies highly preferred.
- b. Current Microsoft Certification preferred.
- c. VMWare certifications preferred.

PHYSICAL CHARACTERISTICS:

Must be able to bend, stoop, reach, lift and stand for prolonged periods; see to read fine print; depth perception to file; use hands and fingers to operate office equipment and basic tools associated with installation and maintenance of network and computer equipment; speak clearly; and hear well enough to communicate effectively in person and on the telephone to be able to perform all tasks job related duties. Must be able to lift up to 35 lbs.

WORKING CONDITIONS:

Data Processing Center environment; subject to occasional noise from computer related equipment.