

SOUTH SAN FRANCISCO UNIFIED SCHOOL DISTRICT

CLASS TITLE: SYSTEMS ADMINISTRATOR-TECHNOLOGY SERVICES

BASIC FUNCTION:

Under the direction of the Director of Information Technology Services, the Systems Administrator performs a critical role in the Information Technology Department. This administrator position is responsible for the design, implementation, and management of the District's networks (WAN/LAN/WLAN, Intranet, Internet) and servers (site and district) including the hardware, software, and other related technology and coordinates with other department divisions, all while maintaining a high level of excellent customer service.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Provide an example of leadership and excellent customer service.
- Research, recommend, procure, configure and maintain district-wide networks (WAN/LAN/WLAN, Intranet, Internet) including the design, implementation, security, maintenance/troubleshooting, proactive monitoring/analysis, and documentation of these systems.
- Manage external relationships/contacts with vendors and consultants in collaboration with the Director of Information Technology.
- Provide Tier II, Tier III (and Tier I as needed) support of desktops and desktop software. Install/upgrade and coordinate with escalation points to resolve file, email and application related issues.
- Provide vision and leadership in the research, purchase, and maintenance of district-wide hardware and software (computer, network, telecommunications, and audio/visual products).
- Provide vision and leadership in the training and support of District and schools on network administration and other technical issues.
- Maintain knowledge of developments in technology that support and enhance the school district's network systems and personnel.
- Perform system maintenance and upgrades during off-peak/non-production hours so as to be less impactful to end-users.
- Manage and maintain multiple local and web-based user databases in collaboration with the Educational Technologists.
- Recommend and research the establishment of, purchase, maintenance, and deployment of district-wide hardware and software (computer, network, telecommunications, and audio/visual products).
- Coordinate with Educational Technologists to ensure critical data backups are performed and tested on a regular basis.
- Write programs and code to streamline and automate various processes.
- Effectively manage division staff as assigned.
- Perform other duties as assigned.

OTHER DUTIES:

- Attend and present information as needed at Board of Trustee meetings.
- Attend and present information as needed at District Leadership Meetings and department meetings.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Planning, organizing and directing the District's technology systems.
- Computer languages and programming fundamentals.
- Principles and operations of LANs and WANs, data communication systems and related software.
- Installation, maintenance and repair of information systems equipment.
- Technology and computer software supports related to instruction and administration.
- Operational characteristics and requirements of personal computers and networks and related peripheral equipment for IBM-compatible, Apple, mobile devices, and other platforms.
- Use of various computer systems and software and their application to District needs.

- Principles, practices and languages used in communication-oriented computer systems.
- Budget preparation and control.
- Excellent oral and written communication skills.
- Principles and practices of administration, supervision and training.
- Applicable laws, codes, regulations, policies and procedures.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Public speaking techniques.

ABILITY TO:

- Plan, organize, document, control and manage pertinent systems under the direction of the Director of Information Technology.
- Manage the development and maintenance of a networked information system.
- Manage and evaluate instructional, informational and communication services of the District.
- Supervise the performance of assigned personnel.
- Accept and carry out responsibility for direction, control and planning.
- Plan and implement the installation and use of integrated information technologies in an educational system.
- Communicate effectively both orally and in writing.
- Conduct effective professional development in information technologies.
- Maintain current knowledge of technological advances in the field.
- Design, install, configure, and maintain the District's WANs and LANs.
- Interpret apply and explain rules, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a computer and assigned office equipment.
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and time lines.
- Work independently with little direction.
- Plan and organize work.
- Prepare comprehensive narrative and statistical reports.
- Direct the maintenance of a variety of reports and files related to assigned activities.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in information technology, computer science or related field and five years increasingly responsible experience in network management and the administration and maintenance of management information systems including three years in a Supervisory capacity At least two years of working in K-12 environment experience is preferred. Relevant industry certifications (ex: Cisco CCNA, CCNP, etc.) preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license and proof of current California auto liability insurance at time of appointment and throughout employment in this classification.
Personal automobile for job-related travel.

WORKING CONDITIONS:

ENVIRONMENT:

- Office environment.
- Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

- Hearing and speaking to exchange information and make presentations.
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Sitting for extended periods of time.

- Lifting and carrying moderately heavy computer equipment.
- Bending at the waist, kneeling or crouching.
- Reaching overhead, above the shoulders and horizontally.