San Mateo County COMMUNITY COLLEGE DISTRICT

Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

SYSTEMS ADMINISTRATOR
A Classified Professional Position
Grade 210S – Salary Schedule 40

A. General Statement

The Systems Administrator performs professional technical work to ensure the integrity and reliability of the servers, operating systems, related network applications and services, and a variety of ancillary and supportive software products that are required to maintain the information technology environment serving the needs of the Colleges and District Office. Under general direction, a systems administrator is responsible for maintaining the information technology environment, providing technical assistance, as needed, to the staff of ITS, supporting production, network services including: email systems, web servers, mission critical database and imaging servers as well as monitoring overall system performance. A high degree of independent judgment and creativity is required to resolve many minor and major problems when they occur. Consequences of errors in judgment will be costly in loss of essential systems used to support the operations of the Colleges and District Office, loss of staff productivity and in some cases negatively impact the use of instructional technology for teaching and learning. Public contact is moderate to extensive, primarily with staff, and for the purpose of providing technical assistance and advice. The Systems Administrator can direct the work of student assistants and other staff as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Communicates effectively with staff at all levels throughout the Colleges and District Office regarding major technology initiatives
2. Installs, configures and maintains both physical and virtual servers
3. Works with outside vendors to provide technical services to the District on a variety of needs
4. Assists in the development vendor RFPs, service agreements and procurements
5. Ensures that external cloud services are working and configured correctly
6. Responds to new requirements and coordinates network configurations with vendors
7. Responsible for maintaining ongoing backup solution for all servers
8. Implements and maintains backup and disaster recovery plans
9. Maintains updated local documentation on all aspects of servers and other equipment
10. Responsible for the daily maintenance of mission critical email services utilizing Microsoft Exchange and Microsoft Office 365
11. Maintains solutions to control spam and malware threats
12. Responsible for the daily maintenance of production and disaster recovery storage solutions

13. Provides administrative oversight for storage area networks and network-attached storage systems
14. Provides support for current and emerging instructional technologies including those in the classroom, web based and network based applications
15. Acts as a resource for District desktop support technicians and instructional support staff
16. Attends meetings, workshops and conferences, participates in required technical training to maintain technical currency
17. Installs new releases of operating system products, network services including utility software
18. Maintains multiple operating systems; maintains network services including: DNS, DHCP, LDAP, AD and NFS
19. Installs routine hardware upgrades and coordinates with vendors for installation of specialized equipment
20. Monitors system status and performance and takes action as necessary
21. Identifies, monitors, reports and resolves system problems; monitors systems logs
22. Participates in performance evaluation planning to recommend appropriate upgrades to servers and/or replacements
23. Provides extensive technical support and assistance to other technical staff
24. Provides training as required to other technical staff and user personnel
25. Provides on-call support (24 hours/day) for the production environment
26. Evaluates and recommends new system software and hardware products and tools; acts as primary liaison with vendors and suppliers of products
27. Assists in the development of application and/or reporting programs as necessary
28. Assists other technical staff with the design, implementation and support of the wide-area and local-area networks
29. Contacts vendor provided support when necessary and ensures that problems are resolved in a timely manner
30. Performs other related duties as assigned

C. Requirements

This position requires a combination of education and experience equivalent to completion of an Associate in Arts Degree with a major related to Computer Science, Information Systems, or Network Technology or an equivalent combination of education and experience required for successful job performance.

D. Physical/Other Requirements

This classification requires Sitting or standing for prolonged periods of time, dexterity of hands and fingers to operate a computer keyboard, touch screen and mouse, use of hand tools such as screw drivers, pliers, etc., the ability to life equipment up to 40 pounds, crawl on the floor, work under desks and in tight places, and work on ladders.

E. Knowledge, Skills & Abilities
1. Knowledge of Ellucian Banner administrative information systems
2. Knowledge of IBM AIX (unix), Linux, Windows server and other operating systems to be able to maintain such operating environments
3. Skilled in the use of virtualization and clustering technologies, including solutions from: VMWare, IBM, Microsoft and Citrix
4. Skilled in the use of storage provisioning, including solutions from NetApp, EMC, Dell and IBM
5. Skilled in the use of SQL, C, HTML, XML, Java, Windows PowerShell, operating system scripting and other programming languages
6. Skilled in analyzing system problems, and identifying and expediently resolving
7. Skilled in using a wide range of diverse computer performance and monitoring tools to analyze performance issues and to make appropriate recommendations
8. Ability to quickly learn new technical skills and to maintain the currency of acquired technical skills

9. Skill in effectively training non-technical personnel in technical areas and subjects
10. Skill in written and oral communication
11. Skill in communicating efficiently and effectively with persons of varying cultures and language groups

(3/2015)