

SENIOR SYSTEMS ADMINISTRATOR

DEFINITION:

Under general direction, to install, configure, evaluate, test and maintain district computer networks, hardware, software, security, peripherals and telecommunications equipment; to provide support to end-users of stand-alone and network application programs and systems; to provide lead direction to Systems Support Specialists or other related support positions; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from Systems Support Specialist by the performance of more advanced and difficult duties such as responsibility for networks and/or security configurations and by responsibility for overseeing the work of the lower level classification. Applies advanced skill and knowledge of complex network protocols and knowledge of multiple operating systems in analyzing planning and designing solutions for networks, systems, and/or security infrastructure.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Plans, designs, implements, troubleshoots, maintains and provides support for all campus networks and data communications;
- Installs, upgrades, troubleshoots and repairs local and wide-area networks and telecommunications hardware, software, cabling and wiring; monitors and fine tunes network and telecommunications performance;
- Plans, schedules and performs user support activities related to computer networks, hardware and software;
- Provides lead direction to Systems Support Specialists or other related support position, assigning, coordinating and reviewing work, and resolving technical questions;
- Confers with hardware and software vendor to obtain information, resolve problems, and arrange and conduct demonstrations and evaluations;
- Maintains records and prepares various documents and correspondence;
- Attends and participates in meetings related to planning and maintaining college computer systems;
- Maintains up-to-date knowledge of technical issues and advances in local and wide area networks, computer hardware, operating systems and software, telecommunications, and peripherals.
- Regularly evaluate new and emerging technology and apply to innovative network and/or security solutions in the context of institutional needs; research and perform analysis to identify system and/or security infrastructure expansions;
- Evaluate complex network performance analysis and recommend appropriate action to supervisor;

- Act as technical liaison for network, systems, and/or security vendors.

MINIMUM QUALIFICATIONS:

Knowledge of:

Principles, theories, methods, materials, media and equipment used in the design, installation, operation and maintenance of LAN and WAN technologies and telecommunications including operating systems applications, protocols, topologies and network security.

Principles, practices and terminology of information technology including data center design, firewalls, intrusion detection systems, wireless, network access systems.

Methods and procedures used to repair, maintain and replace hardware components including network equipment, motherboards, CPU's, physical storage, bus types and architecture.

Help desk technical support and problem resolution skills in a call center environment.

English grammar, spelling and punctuation.

Skill in:

Working independently in an environment with multiple demands and frequent interruptions, while meeting schedules and timelines; working sensitively with diverse academic, socio-economic, cultural, disability and ethnic backgrounds.

Developing, installing, troubleshooting, repairing and maintaining computer systems including networks, servers, desktop computers, peripherals, and related equipment.

Coordinating and reviewing the work of others.

Providing effective end-user technical support and training.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record; must be available to work variable schedules as required in support of technical projects and procedures.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Two years of college, trades school or training program coursework in computer science, electronics or a related field, and two years of increasingly responsible experience maintaining and repairing networks, computers, software applications and telecommunications equipment, and providing technical user support services.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; color vision to differentiate wiring and electronic components; speech and hearing to communicate in person and by telephone; manual dexterity to operate a computer keyboard, use small tools and move computer equipment; mobility, flexibility and strength to install and operate computer equipment. Environmental conditions include working under typical office conditions with exposure to dust and allergens; working at heights; and responding to emergency system and equipment failure.