CLASS TITLE: SYSTEMS ADMINISTRATOR

BASIC FUNCTION:
As one of the core members of Technology Services Department, under the direction of the Director of Technology Systems, perform defined data center systems administration, maintenance, and operation tasks; trouble-shoot systems and network infrastructure issues; ensure all technology resources operated by VCOE Technology Services department reach optimal performance standards. Collaborate with team members and stakeholders, execute and validate system-integration project deliverables.

REPRESENTATIVE DUTIES:
Server provisioning, configuration, acceptance testing, patching, performance monitoring and tuning; E

Monitor data center storage systems utilization; produce and review trending reports; E

Plan and schedule system backups, and perform restore/disaster recovery tasks; E

Create and maintain required documentation; e.g., S/W library and licensing, H/W configurations, and operational procedures; E

Perform users account administration; responsible for control and monitoring of resource (storage quota & printing) provisioning and reporting; E

Utilize scripting to automate routine tasks and integrate system functions to reduce manual processes and improve operation efficiency; E

Collaborate with Application Owners, work with Systems Analysts and Operators to develop service operation and recovery procedures; E

Consult, communicate, and coordinate with all parties involved in technology services; E

Provide operations support for daily production systems processes; E and

On occasional as-needed basis, respond to off-hour on-call and/or shift-rotations. E

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
Current major Virtual Computing technologies and solutions, such as, VMWare, MS Hyper-V, VDI, etc.;
Current cloud-based technology solutions, such as MS Office 365, MS Azure, Google Apps (preferable Google Apps for Education), AWS, etc.;
Scripting Languages/tools for major operating systems, such as VBScript, PowerShell, BASH, etc.;
Various storage technology solutions, such as SAN, NAS, DAS, Software-defined storage, etc.;
Various directory services and integration of diverse directory sources, such as MS Active Directory, LDAP, databases, CSV files, etc.;
Office Productivities Suites; communication and workflow automation; and enterprise printing services and document management;
OSI network model layers, routing, switch protocols, network applications, and current network/telecommunication technologies;
System and network security practices; and
Basic understanding of ITIL framework or similar IT service management and delivery models.

ABILITIES TO:
Respond to user requests for assistance and malfunction correction and provide technical support with courtesy, patience and tact;
Communicate effectively, both orally and in writing; with internal and external customers;
Perform basic system software design and programming/scripting to automate processes;
Provide technical input and recommendations for new system and network planning;
Diagnose software and hardware issues via in-person and remote technical supports;
Read, interpret, apply and explain technical manuals and procedures; configure application software based on specifications;
Maintain current knowledge of technological advances in the field of systems administration;
Analyze situations accurately and adopt an effective course of action;
Establish and maintain cooperative and effective working relationships with others;
Plan and organize work; able to perform assigned tasks independently with minimal direction; and
Observe all Federal, State, Local, and VCOE safety, legal, and, driving regulations.

EDUCATION AND EXPERIENCE:
Any combination of education, training, and experience that has led to acquiring the required knowledge, skills, and abilities to perform described duties.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

WORKING CONDITIONS:
ENVIRONMENT:
Subject to modern office environmental conditions;
Subject to driving to school district sites to conduct work; and
May be required occasionally to use personal vehicle in the course of employment.

PHYSICAL ABILITIES:
Require vision (which may be corrected) to read small print;
Lift objects weighing up to 50 pounds;
Dexterity of hands and fingers to operate keyboards and hand tools;
Vision to drive and to observe computer monitors; hearing and speaking to communicate with users;

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Kneeling and bending at the waist to work on equipment; Pulling and pushing equipment; and Sitting and/or standing for extended periods of time.

Should an applicant require reasonable accommodation, the Ventura County Office of Education will consider that upon request.