SERVER ADMINISTRATOR

DEPARTMENT/SITE: Information and Technology Support	**SALARY SCHEDULE:** Classified Bargaining Unit **SALARY RANGE:** 54 **WORK YEAR:** 12 Months (261 Days)
REPORTS TO: Director of Information and Technology Support	**FLSA:** Non-Exempt

PURPOSE STATEMENT:

Under the general direction of the Director of Information and Technology Support, the Server Administrator designs, configures, installs, maintains, and repairs onsite, offsite, and cloud subsystems and servers; oversees the District datacenter operations and environment; provides information, direction and/or recommendations regarding server installations and configurations; resolves server operational issues; and provides technical support to District and site staff. The incumbent in this classification provides the school community with robust and reliable server and cloud infrastructure which directly supports student learning and achievement.

DISTINGUISHING CHARACTERISTICS

This is the second level in the Server Series. The Server Administrator is at an advanced level and plans, designs, tests, implements, and maintains server or cloud infrastructure to ensure that students, teachers, and District personnel have access to reliable and robust technology infrastructure.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

- Administers and designs systems and servers related to district services hosted onsite, offsite, or in the cloud (e.g., AWS, Google Cloud Computing Services, Microsoft Azure, email systems, accounts, print queue, workstation ID, IP assignments, operating system installation, end user software management) for the purpose of ensuring availability of services to authorized users.
- Assist Network Administration staff in installation, configuring and maintenance of network services and equipment (e.g., switches, routers, servers) as it relates to server infrastructure for the purpose of meeting district network systems requirements.
- Assist with the implementation of network equipment as needed, including but not limited to, physical installation of network equipment.
- Collaborates with a variety of internal and external parties (e.g., district personnel, programmers, programmers' analysts, database administrators, users,) for the purpose of providing and/or receiving information and ensuring project success.
- Create, follow, and maintain written and verbal procedures; prepare written technical documentation, training material, standards, reports, and other documents as assigned; prepare and review reports for accuracy.
- Designs configuration for onsite and offsite/cloud systems (e.g., servers, PaaS-Platform as a Service, IaaS-Infrastructure as a Service, SaaS-Software as a Service) for the purpose of ensuring efficient

operations.

- Designs server infrastructure, installs servers, operating systems, and main applications (e.g., service packs, application software, operating software, hardware upgrades) for the purpose of upgrading and maintaining District technology infrastructure.
- Maintains workstation and server functionality (e.g., installs patches and/or upgrades and supports Active Directory) for the purpose of ensuring availability of desktop and server functionality for all users.
- Monitors a variety of computer systems and functions (e.g., hypervisor health, storage capacity, compute needs, server hardware status and health, server power utilization & UPS health, web interfaces) for the purpose of ensuring that District computer systems are secure and resources are utilized effectively.
- Monitors district datacenter disaster recovery equipment and environmental controls (e.g., backup generator, datacenter HVAC, UPS equipment, chemical fire suppression) for the purposes of collaborating with district personnel responsible for maintenance of these systems to effectively mitigate disaster.
- Occasionally work closely with other IT Department Personnel to provide network administration and network security support.
- Oversees assigned work activities and/or projects for the purpose of providing guidance and support to other staff and to ensure completion of projects within established guidelines.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Research and learn about new and emerging technologies as they relate to the job duties of this position.
- Respond to help desk inquiries as required.
- Serves as a technical resource to department and district staff for the purpose of providing information and/or advice regarding active or planned projects.
- Train and provide clear direction and guidance to staff and users as required regarding assigned programs in support of professional learning; travel to user sites as necessary to meet the needs of students and staff.
- Troubleshoots malfunctions of server hardware and/or software applications within the District's local/wide area networks and cloud infrastructure (e.g., servers, network connections) for the purpose of resolving operational issues and restoring services.
- Work with District vendors to evaluate solutions to District needs.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE, SKILLS, AND ABILITIES
(At time of application)

Knowledge of:
- Configuration, management, and maintenance of network switching and routing equipment
- Monitoring and management systems typically found in server center operations
- Server hardware, operating systems, software, backup, and recovery (including Microsoft Windows Server, Unix, or Linux)
- Networking concepts, practices and troubleshooting such as firewalls, DNS, DHCP, Host Names, File and Print Services
- Scripting Languages such as but not limited to PowerShell
- SQL Server databases and database technologies.
- Systems management technologies such as but not limited to, Microsoft Endpoint Configuration Manager (previously System Center Configuration Manager).
- Apple systems management technologies such as JAMF
- Mobile device management technologies
- Virtualization technologies such as but not limited to VMware vSphere, Microsoft Hyper-V

- Virtual desktop environment such as VMware Horizon is a plus
- Methods and processes of statistical analysis and data reporting
- Interpersonal skills using tact, patience, and courtesy
- Correct English usage, grammar, spelling, punctuation, and vocabulary

Skills and Abilities to:
- Schedule self and others
- Analyze issues and resolve complex technical problems with multiple factors related to server equipment and systems
- Read, understand, and apply complex technical information and compose related documents
- Troubleshoot and repair server-related hardware, software, and operating systems
- Operate various server hardware, software, and diagnostic tools
- Install and maintain server hardware, software, and operating systems and components
- Create complex scripts
- Work in a virtualized environment and manage computers remotely
- Run and schedule application tasks
- Prepare and present various comprehensive technical materials
- Use operating systems, spreadsheets, word processing and presentation apps to prepare reports, training materials, and other documents related to assigned duties
- Establish and maintain cooperative and effective working relationships with a diverse range of people
- Work independently with little direction
- Plan, prioritize and schedule work to adhere to timelines and to meet deadlines
- Respond to support requests and unexpected needs after hours and on weekends
- Communicate, understand, and follow oral and written directions effectively
- Research and learn new or updated computer systems/software program and apply them to current work
- Communicate using patience and courtesy in a manner that reflects positively on the organization
- Actively participate in meeting District goals and outcomes
- Apply integrity and trust in all situations
- Learn District organization, operations, policies, protocols, procedures, objectives, and goals

RESPONSIBILITY:
Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and operatingwithin a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact theorganization's services.

JOB QUALIFICATIONS / REQUIREMENTS:
(*At time of application and in addition to the Knowledge, Skills, and Abilities listed above.*)

EDUCATION REQUIRED:
Either a Bachelor's degree in computer science or related field, **or**

An Associate's degree in Computer Science or a related field **and at least one** of following certifications: Any Microsoft Role-based certifications or **MCSA** (Microsoft Certified Systems Administrator), **MCSE** (Microsoft Certified Systems Engineer), or **MCITP** (Microsoft Certified IT Professional), or **CCNA** (Cisco Certified Network Administrator), **CCNP** (Cisco Certified Network Professional), or **CCIE** (Cisco Certified Internetwork Expert).

EXPERIENCE REQUIRED:
Three years of systems or networking administration experience.

LICENSE(S) REQUIRED:
- Valid, current California Driver's License to drive personal vehicle to various district sites to provide tech services and to attend training, seminars, and conferences both within and outside the district.

CERTIFICATIONS AND TESTING REQUIRED:
- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
    - Criminal Justice and FBI Fingerprint Clearance
    - Negative TB test result plus periodic post-employment retest as required (currently every four years)
    - Pre-employment Physical Exam A through District's provider

WORK ENVIRONMENT / PHYSICAL DEMANDS:
(*Must be performed with or without reasonable accommodations*)
- Work is primarily indoors in a technical environment under minimal temperature variations and occasionally requires sitting and standing for extended periods
- Lift and move computer equipment and other devices weighing up to 50 pounds
- Reaching overhead, above the shoulders and horizontally
- Kneeling, bending at the waist, sitting, squatting, crawling, stretching and reaching overhead, above the shoulders and horizontally to repair equipment, check wiring, retrieve and store equipment, files, and supplies
- Dexterity of hands and fingers to hold and operate repair tools and parts, use a computer keyboard to enter data, operate other office equipment, and maintain paper files and documents
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen and work on equipment, small parts, and color-coded wires
- Frequent operation of a personal vehicle, and occasionally a District vehicle, to travel within and outside the district for meetings, training sessions and assisting staff at school sites
- Exposure to intermittent noise and interruptions typical of a school environment and computer server rooms
- Potential for contact with blood-borne pathogens and communicable diseases