ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: SENIOR TECHNOLOGY SYSTEMS ADMINISTRATOR

BASIC FUNCTION:

Under the direction of the Technology Services Director or designee, serve as a technical resource to District personnel; perform overall system management and administration duties on District technology systems and applications including District directory services; architect and administer standards and policies for District technology systems and applications; act as a project manager to develop and implement project plans for enhancing current technology as well as utilizing new technology; develop, schedule, and conduct computer training programs for District personnel; coordinate the daily functions of the Technology Systems Administrators I, II and III.

DISTINGUISHING CHARACTERISTICS:

The Senior Technology Systems Administrator is responsible for the same functions, knowledge and abilities of the Level I, II, and III classifications, plus architecting directory services infrastructure, establishing security procedures, designing disaster recovery plans, coordinating formal training for district personnel including peers, and coordinating the daily tasks and project tasks for all other Technology System Administrator positions.

ESSENTIAL FUNCTIONS:

Install and configure server hardware. Configure server operating systems and standard server applications to current district standards. Install additional applications as needed.

Monitor and maintain health of district technology systems. This includes updates to operating systems, security, applications, hardware, and firmware. Troubleshoot server and application issues and perform repairs as needed. Use available tools to monitor and analyze current systems status.

Establish standards, plan, design, and implement enterprise and local storage infrastructure. Administer and monitor installed storage systems and central backup infrastructure. Perform necessary storage infrastructure maintenance and data migration as required.

Coordinate vendor installations, repairs, and maintenance of district technology systems.

Provide administration and support of applications including, but not limited to, communication, centralized, school site server curriculum, and district enterprise applications. Administration also includes access level support and permissions for end users.

Monitor and maintain health of databases as well as tuning database software to ensure optimal performance. Troubleshoot performance and data integrity issues. Establish standards and procedures for system and database deployment, upgrades, and maintenance. Perform database system installation, upgrades and security updates. Provision server resources for database location. Establish and maintain database access security. Establish and maintain procedure for database disaster recovery. Create database maintenance plans to ensure proper database backup and restoration; restore databases as required. Assist programming in establishing links between software systems and required database access.

Architect overall infrastructure of directory services. Define, create, and schedule maintenance plans. Participate in tasks and projects to integrate the directory services database. Define district standards for objects within directory services including user accounts, computers, and groups. Create and develop group policies for both students and staff to maintain technology standards and provide support to technicians. Perform and troubleshoot issues with everyday tasks related to the administration and support of directory services objects including user and computer accounts, group maintenance, and policies. Work with Technology Services' Network team to administer and maintain network standards such as DNS, DHCP, WINS, and any other TCP/IP related functions. Maintain group policy objects. Perform maintenance tasks and monitor health of directory services.

Perform everyday tasks relating to server data backups and archival processes and requests for data restores. This includes cataloging tapes and performing backup audits as well.

Architect, develop, and write disaster recovery plan for major district technology systems. Determine necessary resources and funding necessary to complete and maintain plan. Annually review the plan and make adjustments based on system changes and budgets. Provide input into district disaster recovery plan and participate in disaster recovery rehearsals and testing.

Write project charters and develop project plans. Identify the roles and responsibilities of the project team.   Determine the resources necessary to complete the project within the scope and timeline defined within the project charter. Manage the project including resource scheduling, hold meetings, task completion, budget, communication, status reports to management and customer.

Provide user support and customer service. Provide Help Desk functions and be available to users requiring technical assistance. Respond to questions from callers and walk-ins (end-users); assist staff and faculty with technology problems in offices and classrooms. Provide tier 2 support to technology support staff. Follow standard Help Desk operating procedures; accurately log all Help Desk contacts using call logging system; document resolutions for future reference.

Coordinate and schedule training for internal, site, and department staff on server related systems. Write training documentation to be used for both internal, school site and district department staff on current standard server related technologies used within the district. Prepare training facility and materials and conduct scheduled and ad hoc server related training to customers including internal staff.

Create and maintain documentation including procedures, policies, and reference materials.

Maintain current knowledge of technological advances and industry trends by attending conferences, in-services, workshops and training by the District and outside sources.

Research, evaluate, and recommend new server-based technologies and solutions to improve efficiency, resolve technical issues, and meet customer needs. Assist customers with evaluation of new server-based applications to be used at school sites, district departments, and district-wide.

Analyze and provide information necessary to determine annual costs for hardware and software maintenance including service contracts, software licensing, and replacement costs.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Computer hardware systems, peripheral equipment, software applications and languages utilized by the District.
Materials, methods and tools used in the installation, operation and repair of computer systems and applications.
Technical aspects of computer training and support.
Basic record-keeping and report preparation techniques.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Modern office practices, procedures and equipment.
Proper lifting techniques.

ABILITY TO:
Act as primary point of contact for all Computer Support activities, scheduling or task assignment.
Develop and maintain Hotline schedules and procedures for the Help Desk function.
Serve as a technical resource to District personnel.
Oversee scheduling of Repair Van.
Present training classes on advanced topics of the items on the Standards List.
Install, maintain and repair LAN and Windows 2000 and NT servers and workstations.
Install, troubleshoot and perform repairs on computers as appropriate.
Assist personnel with setting up and maintaining computer applications.
Provide training to personnel in operating computers and related applications.
Learn District organization, operations, policies and objectives.
Learn policies and objectives of assigned program and activities.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Maintain records and prepare reports.
Understand and follow oral and written instructions.
Meet schedules and time lines.
Maintain current knowledge of technological advances in the field.

Maintain consistent, punctual and regular attendance.
Move hands and fingers to operate a computer keyboard.
Hear and speak to exchange information.
See to view computer monitor and read a variety of materials.
Sit for extended periods of time.
Bend at the waist, kneel and crouch to perform repairs.
Use proper lifting methods.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: graduation from high school supplemented by college-level course work in electronics, computer repair, computer science or closely related field and three years experience in the repair of computers and peripheral equipment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.
Arm-lift 40 pounds and floor-lift 40 pounds.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Constant interruptions.
Driving a vehicle to conduct work.