

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: TECHNOLOGY SYSTEMS ADMINISTRATOR I

BASIC FUNCTION:

Under the direction of the Technology Services Director or designee, serve as a technical resource to District personnel; monitor and maintain district technology systems including servers, applications, and databases; perform repairs and coordinate vendor installation and repairs; perform daily tasks to administer directory service objects, backups, and provide assistance to helpdesk, end-users, and peers.

DISTINGUISHING CHARACTERISTICS:

The Technology Systems Administrator I is responsible for serving as a technical resource and performing the basic tasks involved to monitor and maintain district technology systems including both hardware and software applications. Incumbents troubleshoot issues and provide support of systems by performing everyday maintenance tasks.

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.

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 health of databases to ensure optimal performance.

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 DNS, DHCP, WINS, and any other TCP/IP related functions.

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.

Provide user support and customer service. Be present and visible at the Help Desk and 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.

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.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and practices of installing and maintaining LAN servers and workstations.

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.

District organization, operations, policies and objectives.

Policies and objectives of assigned program and activities.

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:

Serve as a technical resource to District personnel.

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.