

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: TECHNOLOGY SYSTEMS ADMINISTRATOR II

BASIC FUNCTION:

Under the direction of the Technology Services Director or designee, serve as a technical resource to District personnel; monitor, maintain, troubleshoot, and write documentation regarding district technology systems including servers and applications; 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; research new technologies.

DISTINGUISHING CHARACTERISTICS:

The Technology Systems Administrator II is responsible for the same functions, knowledge and abilities of the Level I classification, plus writing project charters, training documentation, internal procedures, developing project plans, and evaluating new technology solutions.

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.

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 to ensure optimal performance. Troubleshoot performance and data integrity issues. 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.

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.

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.

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.

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.
Install, maintain and repair LAN servers and workstations.
Assist personnel with setting up and maintaining computer applications.
Provide training to personnel in operating computers, LAN systems and related applications.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Maintain records and prepare reports.
Determine appropriate action within clearly defined guidelines.
Work independently with little direction.
Meet schedules and time lines.
Plan and organize work.
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.