HUMAN RESOURCES DEPARTMENT
JOB DESCRIPTION

Job Title:	**Systems Administrator II**	FLSA Status:	**Exempt**
Job Family:	**Information Technology**	Pay Range:	**IT95Y**
Prepared/Revised Date:	**November 25, 2019**	Job Code:	**38005**

SUMMARY: Responsible for the maintenance, operation and planning of the enterprise technical systems including, but not limited to data storage services, server operating systems, enterprise imaging, email system, data backup and recovery systems, and data access security. Responsible for leading capacity planning, functional and technical design of enterprise systems, and the resolution of complex problems. Executes enterprise system design (functional and technical), planning, and implementation. Leads and mentors in troubleshooting escalated issues related to system failures and problems. Acts independently to troubleshoot complex problems immediately to avoid costly down time and service outages. Performs daily system monitoring including verifying the integrity, security and availability of all hardware, server resources, systems, and key processes.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Description of Job Tasks	**Frequency** Daily = **D** Weekly = **W** Monthly = **M** Quarterly = **Q** Annually = **A**	**% of Time** On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25%
1. Perform daily system monitoring, including verifying the integrity, security and availability of all hardware, server resources, systems, and key processes; reviewing system and application logs; and verifying completion of scheduled jobs such as backups. Monitor and test server systems for consistent, dependable performance.	D	30%
2. Responsible for all aspects of the District email, eDiscovery and legal compliance systems.	D	10%
3. Install, configure, deploy, and manage centralized Windows, Mac OSX, UNIX, and Linux servers. Apply OS patches and upgrades on a regular basis.	D	10%
4. Implement operating system enhancements and upgrades that will improve the reliability and performance of central systems.	D	10%
5. Plan and implement maintenance actions, contract services, administrative tools, utilities and the configuration/addition of new services on an emerging basis.	D	10%
6. Lead, manage and prioritize assigned projects, actively participate on project teams and contribute to overall project team objectives; provide expertise, document processes. Track and manage changes.	D	5%
7. Perform testing and administration of all core backup and disaster recovery systems.	Q	5%
8. Provide comprehensive information security, data systems, and integration services.	D	5%
9. Provide support and training for other IT staff and District users.	D	2%
10. Provide Active Directory management and Azure backend management.	D	2%
11. Assist Building Technology Coordinators in group policy and device maintenance.	D	2%
12. Assist IT administration with ensuring long-term requirements of systems operations and administration.	D	2%
13. Attend work and arrive in a timely manner.	D	1%
14. Maintain data center environmental, UPS and monitoring equipment.	M	2%
15. Perform other duties as assigned.	Ongoing	4%
	TOTAL =	**100%**

EDUCATION AND RELATED WORK EXPERIENCE:
- Bachelor's degree in computer science, information technology or related field
- Six years of related progressive experience
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:
- Valid Colorado driver's license
- Criminal background check required for hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:
- Advanced knowledge of Microsoft Office 365 including Exchange Online, Office Online, OneDrive, OneNote+ OneNote Class, Video, SharePoint, MS Teams and O365 Administration
- Advanced knowledge of Microsoft (MS) Windows Server 2012/2016/2019, MS Active Directory/LDAP, MS Windows Server Cluster, MS Systems Center Configuration Manager (SCCM), Microsoft Intune, MS SQL 2008/2012/2017, and MS Windows 10
- Advanced knowledge of Microsoft SQL Server 2008/2012/2017 and Reporting Services
- Advanced knowledge of Mac OSX (10.12+) Server/Client OS and services, Open Directory/MS Active Directory integration, iOS ecology, and iOS MMC services
- Advanced knowledge of VMWare, DNS, DHCP, Firewall, Proxy and Web WWW services, computer networking, and computer troubleshooting
- Advanced knowledge of MS Exchange Online administration skills in addition to other email/SMTP systems such as anti-virus, spam filtering, and email lists
- Advanced knowledge of Linux operating systems, LNMP stack and F5 load-balancing technologies
- Advanced ability to use the editors, system routines, libraries, and utilities within the various District operating systems
- Working knowledge of a wide variety of scripting and programming languages, including PowerShell
- Ability to lead, participate and work in a team environment
- Strong customer service skills
- Advanced ability to determine priorities, multi-task, meet deadlines, and research and apply new technologies as necessary
- Advanced ability to write clear and accurate documentation at both the end-user and the technical levels
- Advanced ability to provide excellent customer service on the phone and face-to-face, and working well with a team or independently
- Advanced ability to understand Cat5/Cat6 wiring and clean, standardized cable management practices.
- Excellent oral and written communication skills
- English language skills
- Interpersonal relations skills across a diverse customer base
- Advanced math skills
- Ability to follow written documentation
- Ability to maintain confidentiality in all aspects of the job
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, Superintendent policies, and building and department procedures
- Ability to communicate, interact, and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:
- Advanced operating knowledge of and experience with personal computers, peripherals, and media equipment
- Advanced operating knowledge of and experience with office software
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Direct reports:	This job has no direct supervisory responsibilities.	

- Responsible for providing guidance and training to System Administrator I colleagues.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Stand			x	
Walk			x	
Sit			x	
Use hands to finger, handle, or feel				x
Reach with hands and arms			x	
Climb or balance		x		
Stoop, kneel, crouch, or crawl		x		
Talk				x
Hear				x
Taste		x		
Smell		x		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Up to 10 pounds				x
Up to 25 pounds			x	
Up to 50 pounds		x		
Up to 100 pounds		x		
More than 100 pounds	x			

MENTAL FUNCTIONS:	Amount of Time			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Compare				x
Analyze				x
Communicate				x
Copy		x		
Coordinate				x
Instruct				x
Compute		x		
Synthesize				x
Evaluate				x
Interpersonal Skills				x
Compile		x		
Negotiate			x	

WORK ENVIRONMENT:	Amount of Time			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Wet or humid conditions (non-weather)	x			
Work near moving mechanical parts	x			
Work in high, precarious places		x		
Fumes or airborne particles	x			
Toxic or caustic chemicals	x			
Outdoor weather conditions		x		

WORK ENVIRONMENT:	Amount of Time			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Extreme cold (non-weather)	x			
Extreme heat (non-weather)	x			
Risk of electrical shock		x		
Work with explosives	x			
Risk of radiation	x			
Vibration	x			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	x
Distance vision (clear vision at 20 feet or more)	x
Color vision (ability to identify and distinguish colors)	x
Peripheral vision	x
Depth perception	x
Ability to adjust focus	x

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	x
Loud	
Very Loud	