



Poudre School District

HUMAN RESOURCES DEPARTMENT JOB DESCRIPTION

Job Title: **Systems Administrator I**
 Job Family: **Information Technology**
 Prepared/Revised Date: **January 9, 2020**

FLSA Status: **Classified Exempt**
 Pay Range: **IT90Y**
 Job Code: **38007**

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, device management, and data access security. Participate in capacity planning, functional and technical design of enterprise systems, and the resolution of complex problems. Contribute to enterprise system design (functional and technical), planning, and implementation. Provide assistance in troubleshooting escalated issues related to system failures and problems. Act independently to troubleshoot complex problems immediately to avoid costly down time and service outages. Perform daily system monitoring including verifying the integrity, security and availability of all hardware, server resources, systems, and key processes. Communicate and enforce IT standards, policies, processes, and procedures to field technicians and school site coordinators. Responsible for standard configurations, application installations, and testing of patches and updates for District wide deployment. Possess advanced knowledge of device management tools (e.g., SCCM and Casper) and instruct field support technicians in appropriate use.

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. **Frequency of duties, percent of time and work year may vary based on department or building assignment.***

Description of Job Tasks	Frequency	% of Time
	Daily = D Weekly = W Monthly = M Quarterly = Q Annually = A	On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25%
1. Create, test, and manage standard configurations for application installs, updates and patches for District wide client devices utilizing network delivery. Instruct field technicians in best practices for tracking, creating, testing, and managing site-specific devices.	D	30%
2. 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%
3. Provide advanced hardware and software troubleshooting and problem resolution to field technicians assuring adherence to District standards, policies, processes, and procedures.	D	10%
4. Install, configure, deploy, and manage centralized Windows, Mac OSX, UNIX, and Linux servers. Apply OS patches and upgrades on a regular basis.	D	5%
5. Plan and implement maintenance actions, contract services, administrative tools, utilities and the configuration/addition of new services on an emerging basis.	D	4%
6. Provide comprehensive information security, data systems, and integration services.	D	4%
7. Provide support and training for other IT staff and District users.	D	4%
8. Assist Building Technology Coordinators in group policy and laptop maintenance.	D	4%
9. 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	4%
10. Assist IT administration with ensuring long-term requirements of systems operations and administration.	D	3%
11. Attend work and arrive in a timely manner.	D	1%
12. Perform other duties as assigned.	Ongoing	1%
	TOTAL =	100%



EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in computer science, information technology or related field
- 3 years of related progressive experience
- Equivalent combination of education and experience acceptable
- Experience with device management and deployment preferred

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid Colorado driver's license

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Strong customer service skills
- Advanced math skills
- Advanced organizational and time management skills
- Experience with Microsoft (MS) Windows Server 2008/2012/2016, MS Active Directory/LDAP, MS Systems Center Configuration Manager (SCCM), MS SQL 2008/2012/2017, and MS Windows 10 1803 or higher
- Experience with Mac OSX (10.10+) Server/Client OS and services, Open Directory/MS Active Directory integration, iOS ecology, and iOS MMC services
- Experience with Microsoft 365 Cloud Platform, Powershell and use account or license provisioning
- Familiarity with VMWare, DNS, DHCP, Firewall, Proxy and Web WWW services, computer networking, and computer troubleshooting
- Familiarity with MS Exchange Online administration skills in addition to other email/SMTP systems such as anti-virus, spam filtering, and email lists
- Familiarity with Sophos cloud-based antivirus and email protection
- Familiarity with editors, system routines, libraries, and utilities within the various District operating systems
- Ability to determine priorities, multi-task, meet deadlines, and research and apply new technologies as necessary
- Ability to write clear and accurate documentation at both the end-user and the technical levels
- Ability to provide excellent customer service on the phone and face-to-face
- Ability to follow written documentation
- Ability to maintain confidentiality in all aspects of the job
- Ability to lead, participate and work in a team environment
- 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, direction, and training to other IT colleagues
- Communicate and enforce IT standards, policies, processes, and procedures to field technicians
- Work with System Administrator II colleagues on escalated tickets or system improvements

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			



WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Toxic or caustic chemicals	x			
Outdoor weather conditions		x		
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	