
Job Description – Systems Administrator

Primary Function: Under the direction of the Executive Director of Technology, supports and maintains enterprise-level virtual desktop infrastructure, storage area network, and all interconnecting technologies. Monitors server resource allocation/utilization and performs capacity planning. Responsible for enterprise-level desktop image management and enterprise-level software deployments in both virtual, physical and portal spaces. Provides information to the Senior Systems Engineer regarding virtual issues and provides recommendations in support of the planning of operational and tactical initiatives.

Responsibilities/Duties:

Technical

- Leads the design, implementation and upgrades for all virtual desktop environments
- Analyzes, administers and supports thin clients, virtual and physical desktops
- Develops and maintains OS Standard Operating Procedures for VDI Environment
- Assists in ensuring compliance with security policies and procedures
- Evaluates hardware and software, including peripheral, output and related equipment
- Participates in the development and implementation of VDI-related operational procedures and standards
- Defines anticipated user types and roles and maintains user access.
- Determines data storage policies/capabilities and impacts on VDI architecture and provide supporting documentation
- Prepares training materials, procedures and policies for VDI
- Manages large numbers of windows based devices and features to include but not limited to remote control, patch management, operating system deployment, software distribution, network access protection and hardware/software inventory
- Reviews and resolves system/event logs and reports malicious and suspicious activities and issues found during systems vulnerability scanning
- Performs periodic security and user audits of all systems
- Performs database administration as needed
- Participates in developing, testing and maintaining backup and recovery procedures and processes
- Maintains professional relationships with all software and hardware vendors
- Maintains a Change Management log for the production environment and the security/confidentiality of pertinent information and records
- Resolves escalated support requests and contacts the appropriate vendor for service when a problem cannot be resolved. Escalates unresolved support requests to Senior Systems Engineer
- Plans, tests and participates in disaster recovery simulations
- Maintains current knowledge with respect to latest technology, equipment and/or systems along with maintaining the security and confidentiality of pertinent information and records

Other

- Maintains confidentiality with regard to district records, procedures and working with other

- personnel
- Pursues training in new systems or procedures as necessary to support the district and department direction and goals
- Adheres to data security standards, acceptable use expectations and other access controls of the District with regard to technology systems use and access to records, data and information systems
- Demonstrates behavior that is professional, ethical and responsible
- Serves as a role model for all district staff
- Participates in approved professional development opportunities
- Performs other duties as assigned

Knowledge and Abilities:

Knowledge of:

- Operation of a computer and assigned software
- Technical certifications such as Microsoft and/or VMWare preferred
- Microsoft infrastructure (DNS, DHCP, WINS, GPO, IIS)
- Relational Databases
- VMWare, VMWare Horizon View, Citrix
- Storage area networks
- Networking
- Distribute switch networking in a virtual environment
- Enterprise class device imaging software
- Oral and written communication skills
- Interpersonal skills using tact, patience and courtesy
- Methods of collecting and organizing data and information
- Operation of a computer and assigned software
- District and department policies and procedures
- Relevant federal and state laws and requirements

Ability to:

- Repair computer and technology equipment
- Effectively communicate and exemplify interpersonal skills
- Utilize strong organizational skills
- Work independently with little direction
- Communicate effectively both orally and in writing
- Establish and maintain cooperative and effective working relationships with others
- Maintain regular and consistent attendance
- Analyze situations accurately and adopt an effective course of action
- Meet schedules and time lines
- Plan and organize work
- Demonstrate strong customer service skills
- Demonstrate proficiency in English grammar, usage and writing
- Demonstrate ability in prioritizing and completing tasks on an ongoing basis

Education/Licenses/Experience: Bachelor's degree with emphasis in Computer Science, Computer Information Systems, or related field preferred or equivalent professional experience. Five or more years of experience in system administration, integration, customer service, file maintenance, reporting system or desktop management experience preferred. Knowledgeable and experienced with managing virtualized server or desktop environments in more than one of the following virtualization technologies - VMWare, Citrix XenServer, Oracle VM and Hyper-V.

Working Conditions:

Mental Demands: Self-motivated, perform tasks with little or no supervision; work with frequent interruptions; able to manage multiple complex projects concurrently; maintain emotional control under stress; ability to communicate effectively (verbal and written); coordinate district support functions.

Physical Demands/Environmental Factors: Lifting/carrying - 15-44 pounds; frequent sitting, standing, walking, climbing, stooping/crouching/kneeling, pulling/pushing, reaching; repetitive hand motions; prolonged use of computer; speaking clearly; occasional district-wide, state-wide travel; work occasional irregular hours and prolonged hours.

Calendar and Salary Range: 225 work days. See current pay grade on the Technology pay plan.

Revised: 9-20-23

The foregoing statements describe the general function and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Employee Signature

Date