

JOB DESCRIPTION

Job Title: System Administrator (9828)

Job Summary:

The job of System Administrator was established for the purposes of assisting Information Systems team members. This job reports job status to the Director of Information Systems or designee. This position will support the Tulare County Office of Education (TCOE) in the day-to-day and project tasks associated with, but not limited to, workstations, peripherals, servers, network devices, and/or VOIP phones.

Essential Functions:

- Assists with the installation, configuration, maintenance, and support of the directory structure and directory functions for the purpose of keeping internal systems operations available.
- Assists with the installation, configuration, maintenance, and support of e-mail servers for the purpose of keeping essential electronic communication available.
- Assists in the installation, configuration, maintenance, and support of network devices (switches, routers, access points, VOIP phones, etc.) for the purpose of assuring network functionality and satisfactory performance levels.
- Assists with the installation, configuration, maintenance, and support of servers, server appliances, server applications, and server security for the purpose of keeping the day-to-day operations of TCOE workable.
- Coordinates with and assists Information Systems team members with network, server, workstation, peripheral, and/or software troubleshooting and support.
- Enables sharing of files and printers for the purpose of facilitating efficient resource usage by TCOE employees.
- Maintains document-imaging system for the purpose of enabling easy and accurate access to electronically scanned information.
- Provides technical support, remotely or in-person, for TCOE activities and initiatives.
- Provides technical support for web servers for the purpose of presenting web-based content to internal and external users.
- Reports server status for the purpose of keeping the Information Systems staff abreast of any problems and/or solutions.
- Supports staff and end-users for the purpose of enabling efficient and proper use of servers, server appliances, server applications, and server functions.
- Trains staff and end-users on server usage for the purpose of utilizing any new server functionality.
- Travels to various locations throughout Tulare County using own vehicle for the purpose of providing technical and network support.
- Utilizes a ticket tracking solution for the purpose of keeping current status on day-to-day and/or project tasks.
- And performs other related duties as equitably assigned.

Skills, Knowledge and/or Abilities:

- **Skills to:**
 - Assist with the operation of a cohesive server farm and maintain its optimum efficiency;
 - Assist with and facilitate the completion of projects;
 - Assist with the troubleshooting and diagnosis of data and network equipment;
 - Build and/or configure new and/or existing servers under the guidance of the Systems Engineer;
 - Configure, implement, and/or install network devices under the guidance of the Network Engineer.
- **Knowledge of:**
 - Active Directory (DHCP, DNS, Domains and Trusts, Users and Computers etc.);
 - Basic switch and router functionality;
 - Basic understanding of wireless networks;
 - Basic VOIP phone installation and configuration;
 - E-Mail systems (Exchange, Gmail, Office 365, etc.);
 - Familiarity with virtual servers (HyperV, VMWare, etc.);
 - Internet and server security methodologies (DMZ, Firewall, IDS, IPS, etc.);
 - Internet support systems (DNS, IIS, ISA, etc.);
 - Server and workstation operation systems and software.

- **Ability to:**
 - Communicate effectively over the telephone, in meetings, via video conferences, in a seminar setting, or electronically;
 - Establish and maintain effective working relationships with those contacted in the performance of duties;
 - Introduce and train others on server technologies;
 - Work productively in a multi-tasking environment;
 - Recognize trends in the server and operating system industry;
 - Set up and configure servers and workstations in a networked environment;
 - Maintain records and keep documentation up-to-date;
 - Keep management apprised of issues and recommend solutions for those issues.

Responsibilities include: working under limited supervision using standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to impact TCOE's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and some finger dexterity. Generally, the job requires 70% sitting, 10% walking, and 20% standing. This job is performed in a generally clean and healthy environment.

Experience Required:

- Four (4) years of experience working in a network and/or server environment.

Education Required:

- Bachelor's degree in job-related area is preferred.
- Eight (8) years of verifiable experience as a systems and/or network technician may be accepted in lieu of the Bachelor's degree.

Certificates, Licenses, Clearances Testing and/or Bonding Required:

- Possession of one of the following is desirable: Microsoft Certified Solutions Expert (MCSE) or Cisco Certified Network Associate (CCNA).
- Valid California Driver's License and proof of automobile insurance.
- Department of Justice and FBI Fingerprint Response.

FLSA Status: Exempt

August 2017

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.