



## **NETWORK AND SYSTEMS ADMINISTRATOR**

### **BASIC FUNCTION**

Under the direction of an assigned supervisor, acts as a senior technician that is responsible for the oversight and management of technology projects and for the daily operation, maintenance, and upkeep of the enterprise systems. Responsible for implementing security procedures, managing back-up routines, and disaster recovery plans and operations. Acts as a project lead to develop and implement project plans for enhancing technology as well as introducing new technologies. Develops, schedules, and conducts maintenance and support activities for enterprise systems. Supports and enforces standards and policies for enterprise systems and applications.

### **DISTINGUISHING CHARACTERISTICS**

This classification performs the highest level technical, functional and end user support. The incumbent performs complex work independently or serves as a project leader for specialized projects and/or for continuous end user and functional support. Assigned projects require advanced-level skills in specialized technology systems.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

*The following duties and responsibilities describe the general nature and level of work being performed. It is not intended to be restricted or construed as an exhaustive list of all duties and responsibilities required of individuals so classified, and not all duties listed are necessarily performed by each employee in this classification.*

1. Responsible for the planning, implementation, maintenance, monitoring, troubleshooting, and repairing of enterprise systems; coordinates vendor installations, repairs, and maintenance of district enterprise systems.
2. Leads the operation, maintenance, and support for all phases of the system lifecycle in support of enterprise systems.
3. Installs, configures, and maintains server hardware, operating systems, and other related peripherals.

4. Performs database system installation, upgrades, and security updates; establishes and maintains database access security; monitors and maintains the health of enterprise databases; performs tuning of databases to ensure optimal performance.
5. Uses available tools to monitor and analyze current system status and determine appropriate action.
6. Troubleshoots performance and data integrity issues.
7. Establishes standards and procedures for system and database deployment, upgrades, and maintenance.
8. Establishes standards, plans, designs, and implements enterprise and local storage infrastructure.
9. Administers and monitors installed storage systems and central backup infrastructure; performs necessary storage infrastructure maintenance and data migration; performs regular tasks relating to server data backups and archival processes and requests for data restores.
10. Develops and implements the disaster recovery plan for enterprise systems.
11. Provides project leadership, administration and support of enterprise applications including, but not limited to, communication devices, servers, desktop virtualization devices, and peripheral systems.
12. Administers and maintains access policy and permissions for end users.
13. Assists with wired and wireless network issues, including switch management and infrastructure support.
14. Provides user support following standard Help Desk operating procedures; logs all Help Desk contacts using the call logging system; documents resolutions for future reference.
15. Coordinates and schedules training for server related systems; prepares training facility and materials; conducts scheduled and ad hoc server related training for users; writes training documentation.
16. Creates and maintains documentation including procedures, policies, and reference materials.
17. Administers phone system.
18. Other job-related duties as assigned.

## QUALIFICATIONS

### Knowledge Of:

- Project management tools and techniques.
- Cloud computing technologies and options.
- Various server operating systems and their installation, maintenance, and management.
- Server hardware and software architecture.
- Virtualization technologies and systems.
- Storage technologies and system implementation and management.
- Network and phone technologies and systems.
- Audio and video systems.
- Advanced monitoring and management techniques.
- Computer hardware systems, peripheral equipment, software applications and programming languages.
- Installation, operation and repair of computer systems and applications.
- Technical aspects of hardware and software training and support.
- Basic record-keeping and report preparation techniques.
- Interpersonal skills using tact, patience, and courtesy.

### Skills and Abilities To:

- Coordinate enterprise system activities, including scheduling and task assignments.
- Troubleshoot and resolve enterprise level Help Desk tickets.
- Function as the lead on enterprise level projects.
- Develop and maintain schedules and procedures for the Help Desk function.
- Comprehend vendor/manufacture product documentation.
- Think critically and exercise creativity in problem solving.
- Install, maintain, and manage local area network equipment, servers, and workstations.
- Install, troubleshoot, and perform repairs on equipment.
- Assist personnel with setting up and maintaining server applications.
- Provide training to personnel in operating enterprise 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.
- Meet schedules and timelines.
- Maintain current knowledge of technological advances in the field.

### Education and Experience:

A bachelor's degree in a computer science related field and three (3) years' experience working in an enterprise environment, with project lead responsibilities and/or training or an equivalent combination of education and experience.

### **Certificates, Licenses, Special Requirements:**

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

### **Other Requirements:**

Imperial Community College is committed to creating an academic and work environment that fosters diversity, equity, and inclusion and equal opportunity for all, and ensures that students, faculty, management, and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion makes our district a unique and special place for individuals of all backgrounds. It is important that our employees' values align with our District's mission and goals for Equal Opportunity, Diversity, Equity, Inclusion, and Access.

## **WORKING CONDITIONS**

### **Work Environment:**

Office environment.

### **Physical Demands:**

Sitting for extended periods of time; operate office equipment, computers, and related peripherals; walk short distances on a regular basis; occasionally travel to other offices or locations to attend meetings or pick up and/or deliver materials; use hands and fingers to operate an electronic keyboard or other office machines; lift, carry, and/or move objects weighing up to 40 pounds; ability to stand, bend and twist, and reach in all directions.

Vision: See in the normal visual range with or without correction. Hearing: Hear in the normal audio range with or without correction.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this classification.

### **Mental Demands:**

Ability to use judgement in working with others; ability to direct the work of others; ability to communicate so others will be able to clearly understand/interpret spoken and written communications; ability to problem solve technical issues; ability to handle the stress of schedules and timelines.