# SANTA ROSA JUNIOR COLLEGE

| TITLE | CLASSIFICATION | SALARY GRADE |
|---|---|---|
| SYSTEMS ADMINISTRATOR | CLASSIFIED | GRADE:          Q |
| BOARD POLICY REFERENCE:     2012/13 CLASSIFICATION STUDY | | Board Approved: |

## JOB DESCRIPTION:

Under general supervision, coordinates and supports the development, maintenance, and administration of the District's electronic communication services and their infrastructure; maintains email, Internet, and intranet services; addresses security threats; provides specialized technical and training advice to end-users;  may serve as a lead worker to other classified staff in the area; and performs related work as required.

## SCOPE:

The Systems Administrator develops overall functionality, security, and performance of District electronic communication services; establishes user accounts for faculty, staff, and students for District systems; maintains server infrastructure; works collaboratively with department staff; determines the most effective method to resolve problems and implements solutions; and makes recommendations to supervisor.

## KEY DUTIES AND RESPONSIBILITIES:

*Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.*

1.  Installs, configures, and tests server systems and application software to support District-wide electronic communication and collaboration, including Internet and intranet services; maintains and upgrades program code for various systems.

2.  Designs, programs, tests, debugs, and implements programs to meet user requirements.

3.  Monitors, analyzes, and responds to security threats to District's electronic communication systems; monitors systems for irregularities, availability, errors, resource usage, and system loads.

4.  Manages components such as Domain Name Service (DNS) or Listserver to deliver information to users via the Internet and intranet.

5.  Establishes and maintains user accounts and passwords for all electronic systems.

6.  May design, edit and maintain web pages.

7.  Trains and guides end-users in the efficient use of electronic services, and related components; provides specialized technical support and assistance; identifies, troubleshoots, and resolves technical issues.

8.  Supports advances in electronic communication services; repairs, recovers and resolves hardware and software failures for impacted users.

9.  May develop and maintain documentation of system standards and installation and configuration procedures; performs file archiving and purging.

10. May serve as lead worker to other Classified staff.

## EMPLOYMENT STANDARDS

### ABILITY TO:
Analyze, troubleshoot, and improve District electronic communication and collaboration systems, including Internet and intranet web services; work effectively with diverse groups of technical and non-technical users; perform complex technical tasks accurately and within defined deadlines; give and follow oral and written instructions; work closely with department staff and end-users to troubleshoot District-wide electronic communication issues; maintain current knowledge of emerging information technology trends and developments; implement new hardware and software solutions; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

### KNOWLEDGE OF:
Principles, practices, and technologies of computer operations, programming, scripting, and systems analysis; operating systems such as Linux and Windows, programming languages such as HTML, Java Script, Perl and PHP; use of server and desktop computers and network hardware and software; website design and development; internet resources such as web pages and electronic mail.

### MINIMUM QUALIFICATIONS:
*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

*Education:*
An Associate's degree in Computer Studies, or an industry recognized professional certification, such as MCSE (Microsoft Certified System Engineer Solution Expert) or Senior LPI Linux Certification.

*Experience:*
Some experience providing specialized technical server and desktop support in a large multi-platform and multi-operating systems environment; increasingly responsible experience in systems administration, web server administration (such as Linux-Apache-MySQL-PHP and IIS), MS Exchange administration; some experience with Platform as a Service (PaaS), Software as a Service, and cloud computing preferred.

### SPECIAL REQUIREMENTS:
Must be able to sit for a prolonged period of time in front of a computer monitor. Must be able to perform physical activities such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, or walking.