

**TITLE: Systems Administrator**

**CLASSIFICATION: Classified**

**SALARY GRADE: C17**

**SCOPE OF POSITION:**

Under general supervision researches, designs, and maintains complex information technology systems. Administers and maintains resources for students, the public, and employees using information technologies. Provides software and operating systems integration, configuration, and support to staff, faculty, third party providers, and consultants. Monitors systems for performance, currency, consistent uptime, and any security issues that may affect users.

**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. Creates, maintains and upgrades program code for systems.
2. Monitors and analyzes server logs and documents performance, security, and suspicious issues. Monitors service dashboards, third party notifications, peer interactions, informational blogs, electronic mailing lists, email alerts, job tickets, and unauthorized activity.
3. Creates and maintains staff user account life cycle, including granting and adjusting permissions for accounts in multiple applications. Ensures current data backup and restore procedures are enabled to preserve end user and system data integrity.
4. Sets up and configures internal and external domain naming service for network communications.
5. Researches, plans, tests, and deploys server environments for services and applications.
6. Performs system maintenance by installing system updates and security patches for servers and applications.
7. Creates or modifies programs to automate the deployment of configurations, permission changes, and software updates to all servers.
8. Performs and documents Freedom of Information Act and/or other legal searches as requested.
9. Trains staff on the use of technology systems.
10. May serve as a lead worker to other classified employees in the area.

**KNOWLEDGE OF:**

1. Principles, practices, and technologies of computer operations, programming, scripting, and systems analysis.
2. Operating systems such as Linux and Windows.
3. Programming languages such as Hypertext Markup Language (HTML), Java Script, Practical Extraction and Report Language (Perl), Python Hypertext Preprocessor (PHP), and Microsoft PowerShell (PS).
4. Network hardware and service monitoring software and Secure Server Certificates.

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### **KNOWLEDGE OF – Continued**

5. Integration and update support of website software.
6. Internet resources such as web pages, electronic mail, listservs, forums, and service testing sites.
7. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
8. Applicable technology usage, including office productivity software and other appropriate technology, such as Microsoft Active Directory and other third-party services.

### **ABILITY TO:**

1. Support and improve District electronic communication and collaboration systems.
2. Maintain current knowledge of emerging information technology trends and developments.
3. Integrate new hardware and software solutions.
4. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
5. Communicate effectively, both orally and in writing.
6. Exercise appropriate judgement in interactions with others and with work processes.
7. Interact with the public in a helpful, courteous, and professional manner.
8. Demonstrate sensitivity to, and respect for, a diverse population.

### **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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)*

### **EDUCATION:**

Associate degree in computer science or a closely related field of study required.

### **EXPERIENCE:**

3+ years of related experience providing specialized technical server and desktop support in a large multi-platform and multi-operating systems environment.

### **OTHER REQUIREMENTS:**

- Industry recognized professional networking certification, such as Microsoft Support Engineer.
- This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.
- Must be able to perform physical activities such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.

### **SANTA ROSA JUNIOR COLLEGE COMMITMENT:**

*All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).*