

## KERN COMMUNITY COLLEGE DISTRICT

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### **CLASS TITLE: SYSTEMS ADMINISTRATOR**

#### **BASIC FUNCTION:**

Under the direction of the Assistant Director of Information Technology, provide support for systems infrastructure district wide including Servers, Operating Systems, Virtualization, Enterprise Storage, Microsoft solutions such as Active Directory and Exchange, Backup and Recovery systems and related infrastructure.

#### **DISTINGUISHING CHARACTERISTICS:**

The Systems Administrator is distinguished from the Systems Administration Manager by a focus on providing immediate systems infrastructure support and by receiving direction from the Manager.

#### **REPRESENTATIVE DUTIES:**

Work with District Office and College IT staff to assess, prioritize, respond to, troubleshoot and resolve Systems related support issues in a timely manner

Implement provisioning standards and methods for agile server deployment and decommissioning

Utilizing industry best practices, develop and implement day-to-day and long-term management procedures for Systems infrastructure

Assist with research, selection and implementation of effective Systems monitoring tools

Implement and help plan for upgrades to Systems infrastructure district wide

Research and implement appropriate IT Security measures to keep KCCD's Systems infrastructure secure

Implement and maintain backup and recovery procedures for district wide Systems infrastructure

Participate in training appropriate College IT staff on day-to-day and emergency Systems provisioning and troubleshooting practices

Automate and innovate Systems hardware, software and support practices to continually improve the effectiveness of IT Systems Operations

Assist with development, documentation and implementation of appropriate Systems infrastructure standards, policies, procedures and management practices

Maintain vendor contacts, partnerships and relationships related to the implementation and support of KCCD's Systems infrastructure

Develop and maintain documentation for KCCD's Systems infrastructure

Receive, prioritize and respond to Help Desk service tickets for Systems related issues

Develop and maintain Help Desk Knowledge Base articles for respective areas of responsibility  
Assist with management of hardware and software support contracts required to effectively support KCCD's systems infrastructure

Assist with maintenance of inventory and hardware replacement planning information for Systems infrastructure

Assist with Systems design, capacity planning and performance tuning and management

Backup other Systems team members as needed in the support of KCCD's Systems infrastructure

Assist with Systems budget planning and maintenance

Keep current with the latest developments in Systems technologies

Perform related duties as assigned.

#### **KNOWLEDGE AND ABILITIES:**

##### **KNOWLEDGE OF:**

Advanced: UNIX (i.e. HPUX, Solaris, Linux) including installation, maintenance, troubleshooting and scripting.

Advanced: Microsoft Enterprise Solutions (i.e. Active Directory, DFS, Exchange, IIS, Sharepoint)

Advanced: Hardware and Software troubleshooting including installation, maintenance, upgrading, troubleshooting and scripting (i.e. PowerShell).

Advanced: Systems performance assessment and remediation.

Intermediate: Virtualization (i.e. VMWARE) solutions and administration.

Intermediate: FiberChannel, iSCSI, switching and related Storage technologies and administration.

Intermediate: Backup and recovery solutions and management practices (i.e. Symantec NetBackup).

Intermediate: Networking including Ethernet, Wireless, Routing, TCP/IP and NetBIOS-Netbui.

Principles of effective project management.

Effective Customer Service skills and practices

##### **ABILITY TO:**

Effectively interact and negotiate with vendors.

Assess and remedy system performance problems

Troubleshoot and resolve complex hardware and software problems

Plan and organize systems projects.

Work independently with little direction.

Prepare and follow work plans and time lines for projects and proposed systems  
Learn new skills and adapt to changes in technology  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.

## **EDUCATION AND EXPERIENCE**

Any combination equivalent to: Associate's degree in computer science, management information systems or a related field **AND** 4 years experience in a Systems Administration support role.

**OR**

High school diploma, GED or equivalent certificate of competency **AND** 6 years of work experience such as described in the representative duties section of the specification.

**OR**

A Bachelor's degree in a related field of study **AND** 2 years of work experience such as described in the representative duties section of the specification.

Preferred: Microsoft, VMWARE, SAN and/or UNIX-based industry training and certifications desirable but not required.

## **WORKING CONDITIONS:**

### **ENVIRONMENT:**

Office environment.

Evening or variable on-call hours.

### **PHYSICAL DEMANDS:**

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

- |    |                               |    |                                      |
|----|-------------------------------|----|--------------------------------------|
| 1. | Seldom = Less than 25 percent | 3. | Often = 51-75 percent                |
| 2. | Occasional = 25-50 percent    | 4. | Very Frequent = 76 percent and above |
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- 3 a. Ability to work at a desk, conference table or in meetings of various configurations.
  - 2 b. Ability to stand for extended periods of time.
  - 3 c. Ability to sit for extended periods of time.
  - 4 d. Ability to see for purposes of reading printed matter.
  - 4 e. Ability to hear and understand speech at normal levels.
  - 4 f. Ability to communicate so others will be able to clearly understand a normal conversation.
  - 4 g. Ability to bend and twist.

- 2 h. Ability to lift 50 lbs.
- 2 I. Ability to carry 50 lbs.
- 4 j. Ability to operate office equipment, computer or related peripherals.
- 1 k. Ability to reach in all directions.

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.