

CLASS TITLE: SENIOR SYSTEMS ADMINISTRATOR

BASIC FUNCTION:

Under the direction of the Assistant Director of Information Technology, provide technical leadership, coordination and planning in support of KCCCD's IT 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. In addition, lead the ongoing assessment, standardization, and modification of KCCCD's IT Systems infrastructure, management software tools and framework, and associated configuration management practices.

DISTINGUISHING CHARACTERISTICS:

The Systems Administration Manager is distinguished from the Systems Administrator by a greater emphasis on planning and developing systems infrastructure, coordination with users and providing direction to the Systems Administrator.

REPRESENTATIVE DUTIES:

Serve as the senior level IT Systems support professional supporting core Systems infrastructure district wide

Coordinate, prioritize and report on day-to-day reactive and proactive work for KCCCD's Systems support team

Lead coordination with district office and college IT staff in prioritizing, troubleshooting and resolving Systems related support requests in a timely manner

Develop and 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

Develop and deliver training for appropriate College IT staff on day-to-day and emergency Systems provisioning and troubleshooting practices

Lead and coordinate team effort to research, select and implement effective Systems monitoring tools and practices

Coordinate, plan and project manage upgrades to Systems infrastructure district wide

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

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

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

Lead Systems' team effort to develop, document and implement appropriate Systems infrastructure standards, policies, procedures and management practices

Lead the design, development, documenting and prioritizing of strategies and architecture for meeting KCCD's networking infrastructure needs

Identify, recommend and implement changes to Systems support processes that need improvement

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

Manage hardware and software support contracts required to effectively support KCCD's systems infrastructure

Develop and manage processes for effective inventory and hardware replacement planning information for Systems infrastructure

Lead capacity planning and performance tuning efforts for Systems infrastructure district wide

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

Manage Systems budget including planning, building, tracking and reconciling

Keep current with the latest developments in Systems technologies

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Advanced: UNIX (i.e. HPUNIX, 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.

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

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

Advanced: 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.

Budgeting procedures and techniques.

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, organize, implement and complete complex 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.

Coordinate, direct and monitor technical work for one or more staff

Manage complex budgets

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE

Any combination equivalent to: Bachelor's degree in computer science, management information systems or a related field and 5 years experience in a systems administration support role.

OR

An Associate's degree and 9 years working with and supporting information technology software systems.

OR

High school diploma, GED or equivalent certificate of competency and 11 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.

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| 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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| <u>3</u> | a. | Ability to work at a desk, conference table or in meetings of various configurations. |
| <u>2</u> | b. | Ability to stand for extended periods of time. |
| <u>3</u> | c. | Ability to sit for extended periods of time. |
| <u>4</u> | d. | Ability to see for purposes of reading printed matter. |
| <u>4</u> | e. | Ability to hear and understand speech at normal levels. |
| <u>4</u> | f. | Ability to communicate so others will be able to clearly understand a normal conversation. |
| <u>4</u> | g. | Ability to bend and twist. |
| <u>2</u> | h. | Ability to lift <u>50</u> lbs. |
| <u>2</u> | I. | Ability to carry <u>50</u> lbs. |
| <u>4</u> | j. | Ability to operate office equipment, computer or related peripherals. |
| <u>1</u> | 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.