



## Server and Systems Administrator I/II

Class Code:  
469,470

### DEFINITION

Under direction from the Information Technology Manager, the Server and Systems Administrator plans, designs, installs, administers, and optimizes the District's virtual and physical servers, including hardware, operating system and enterprise applications; leads, trains, directs, assists and reviews the work of assigned technical staff; ensures the high availability of server and enterprise applications, configures all new implementations, and develops processes and procedures for ongoing management of servers, storage and backup systems, and related enterprise software applications. The role will also assist in overseeing the physical security, integrity, and safety of the data center, including backup and disaster recovery.

### DISTINGUISHING CHARACTERISTICS

**Server and Systems Administrator I** is the first level in the professional Server and Systems Administrator series. Under close to general direction within a framework of established policies and procedures, the incumbent provides functional direction and leadership to technical staff performing specialized technical support and systems administration tasks and performs more complex technical, administrative, and analytical tasks with overall responsibility for the operation and performance of servers, storage, and software systems in a multi-location, multi-platform environment. The incumbent performs a full range of more routine analytical, technical support and lead duties under general direction, while learning to perform the more complex duties of the fully-experienced Server and Systems Administrator II under closer direction. Assignments are given in general terms and are subject to frequent review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

This class is distinguished from the fully-experienced Server and Systems Administrator II by the more routine nature of work activities and the limited degree of independent judgment and action exercised. The Server and Systems Administrator I and II classifications are flexibly staffed. An incumbent in this classification normally advances to a Server and Systems Administrator II after three (3) years at the Server and Systems Administrator I level and upon recommendation of the division manager, approval of the department manager and demonstrated proficiency to meet the job requirements of the Server and Systems Administrator II classification.

**Server and Systems Administrator II** is the fully experienced classification in the professional Server and Systems Administrator series. Under general direction within a framework of established policies and procedures, the incumbent independently provides functional direction and leadership to technical staff performing specialized technical support and system administration tasks and performs a full range of routine to highly complex technical and analytical tasks with overall responsibility for the operation and performance of servers, storage, and software systems in a multi-location, multi-platform environment. Assignments are given in general terms and subject to periodic review usually upon completion. There is significant latitude for discretion and independent judgment in the selection of work methods to achieve established goals.

This classification is distinguished from the Information Technology Manager class which is a mid-management classification responsible for the planning, direction and management of all staff and operations relative to the District's information technology function.

## **TYPICAL DUTIES**

### **TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:**

- Plans, designs, configures and coordinates the installation, administration and maintenance of physical and virtual server infrastructure, equipment, operating systems, and software applications to ensure high availability, performance, integrity and compatibility; and recommends and administers standards, policies and procedures.
- Plans, designs, implements and administers security, disaster preparedness plans and data backup/storage solutions for physical and virtual servers and related enterprise software applications.
- Monitors virtual and physical server and systems operations to identify performance, capacity and utilization issues; directs or performs system tuning for optimum efficiency; provides performance statistics and reports.
- Manages enterprise directory services, email system, collaboration and content management systems.
- Responds to escalated helpdesk issues on servers and enterprise applications, including troubleshooting hardware and software problems, user training, provision of related technical assistance and advice; and resolves more complex server operating problems.
- Directs the work of consultants and technical staff; leads and monitors performance to ensure efficiency and timeliness.
- Assists in designing and implementing data center/server room security and access, monitoring environmental features including HVAC control and alarms, reviews plans, drawings and specifications of new and remodeled facilities to ensure adequacy and proper placement of information technology infrastructure.
- Works with the Information Technology Manager to prepare budgets for server and storage infrastructure; develops specifications for capital purchases; makes purchase recommendations; and maintains inventory and warranty records.
- Studies industry trends and innovations and participates in the development of long and short-term goals and objectives for the District's server, storage and network infrastructure.
- Leads, coordinates, analyzes, and participates in design and review of new server systems, applications and hardware, participates in key process improvements as they relate to new client/server applications and/or upgrades.
- Coordinates and collaborates with other technical staff and business application owners to ensure availability, reliability and scalability of servers and storage systems.
- Participates in a variety of meetings and work groups; serves as liaison and representative

regarding server, storage, and enterprise applications to internal and external groups, vendors and agencies.

- Prepares and presents a variety of studies, reports and correspondence, creates and maintains technical documentation for server and storage systems, software applications and writes operating procedures for end users and technical staff; assists in training end users.
- Performs other related work as required.

## **REQUIREMENTS**

*Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:*

### **Education and Experience:**

Possession of a Baccalaureate degree from an accredited college or university with a major in computer science, information systems, or a closely related field; and

**Server and Systems Administrator I:** Four (4) years of progressively responsible experience in server and systems design and administration, including experience at a project management level.

**Server and Systems Administrator II:** Three (3) years of full-time experience as a Server and Systems Administrator I with the District or its equivalent.

### **Knowledge, Skills and Abilities:**

**Thorough knowledge of:** principles, methods, techniques and current technologies in servers, virtualization, high availability, storage, operating systems and enterprise email and collaboration systems; particularly Microsoft server operating system, Microsoft Clustering, VMware and Hyper-V, Active Directory, Exchange, SharePoint, and SQL Server; security, and administration across multiple platforms; network infrastructure components and equipment, and desktop computer equipment and peripherals; network protocols, operating system configuration, storage technologies such as SAN and NAS; methods and techniques of evaluating and tuning server and storage performance; principles and techniques of work planning and leadership; methods and techniques of project management; principles and practices of budgeting and purchasing; principles, methods and techniques of effective user support including troubleshooting, training, and technical consultation; safe work practices and the ability to identify workplace hazards and/or unsafe conditions and take appropriate corrective action.

**Skill and Ability to:** plan, design, configure and coordinate the implementation, administration, and maintenance of complex networked server systems and software applications; independently identify, evaluate and recommend new technologies and products to meet District needs; develop and implement standards, procedures, and controls; analyze complex technical problems and develop sound conclusions and recommendations; plan, assign, monitor, and provide leadership to the work of others; install, configure, troubleshoot and maintain a variety of server components, computers and peripheral equipment; provide training, technical assistance and consultation to end-users; prepare clear, concise and accurate budgets, reports, analyses, records and correspondence; communicate effectively, both orally and in writing, including

providing technical information in non-technical terms; establish and maintain effective working relationships with those contacted in the course of the work; work under pressure from time constraints and conflicting demands; and perform the essential duties of the job without causing harm to self or others.

**Additional Requirements:**

- Must possess a valid California driver's license and have a satisfactory driving record.

**Working Conditions/Physical Requirements:**

The essential functions of these classifications are performed in a controlled-temperature office environment and require the ability to: intermittently sit, stand and walk; twist and reach with hands and arms; bend, stoop and kneel to access and service equipment; use finger dexterity and hand strength to perform simple grasping and fine manipulation in the operation of equipment and keyboards and assembly of parts and terminate cables; speak and hear to communicate in person and by telephone; see to read computer screens and documents; use color vision to distinguish wiring and indicator lights; use a sense of smell to perceive overheated equipment; and exert the strength to lift and carry equipment weighing up to 30 pounds.

Approved:   
Human Resources/Risk Manager