

Job Description

Job Title: Systems Administrator III

Position Code: OE27

Job Classification: Exempt

Supervisor: Supervisor of Info System Services

Pay Grade: 40

Contract Length: 245 Days

Job Summary

Under the direction of the Supervisor of Info Sys Services, performs most complex work. Work involves system management and administration of Microsoft Windows and Apple Server Operating Systems, VMware ESX systems, and Dell Compellent Storage Attached Network systems; network file and print services, server hardware and software support, server and client patch management; managing Active Directory systems, Group Policy, DNS, DHCP, SharePoint services, Microsoft Systems Center and system backups; monitoring and inventory of assigned systems. Work requires highly professional customer service to staff and students; assisting staff with resolving issues in functional and enterprise applications. The work is dispatched from the help desk.

Essential Duties

1. Implements, configures, manages, monitors, troubleshoots, and evaluates both physical and virtual server operating systems and enterprise type applications (Exchange, SQL Databases, System Center Configuration Manager, and other business related type applications).
2. Manages Active Directory forest and tree organizational units, user accounts, passwords, mailboxes, and file and permissions, group policy, and Systems Center Endpoint Protection.
3. Performs software installations and upgrades to operating systems and layered software packages; performs daily backup operations and ensures backups are successfully accomplished; performs system monitoring to ensure the integrity and availability of server and resources;
4. Diagnoses problems with server, storage area network (SAN) hardware, and enterprise applications and works with vendor engineers to resolve problems outside the scope of the department.
5. Ensures workstation and server system and data integrity by evaluating, implementing, and managing appropriate software and hardware solutions; ensures workstation and servers are patched accordingly; ensures servers and workstations are up to date and protected against known viruses and threats.
6. Responds to emergency work requests; troubleshoots system failures and errors; diagnoses, isolates, and resolves system related problems ensuring timely results and minimal disruption of operations. At times, performs after-hours system support during scheduled and unscheduled outages and standard monthly patching requirements.
7. Trains and provides support to site-managed technical staff regarding system administration and usage. This includes assistance with the development and testing of computer images and software packages for deployment to client computers.
8. Skilled in the use of tools and equipment employed in testing and repairing of assigned systems.
9. Responds to questions and needs of end-users concerning assigned systems.
10. Updates assigned equipment documentation to record installations, upgrades, configurations, etc.
11. Tracks all work performed in the help desk work order system.
12. Can travel to and from schools/work sites in the performance of duties.
13. Utilizes appropriate safety equipment in the performance of duties.
14. Conforms to all departmental procedures and policies.
15. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Performs any other related duties as assigned by the Supervisor of Information System Services or other appropriate administrator.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

Must possess a Bachelor's degree in computer science or a related field and significant experience in Microsoft server operating and application systems to include network support experience; or any equivalent combination of education and experience to include industry certifications that provide the noted knowledge, skills, and abilities to perform the essential duties. Must possess a comprehensive knowledge and be able to demonstrate experience in implementing and maintaining Windows Server 2008R2/2012, Windows Client 7/8, Apple clients/devices, Active Directory Services, Group Policies, TCP/IP networking, DHCP and DNS in an enterprise network. Must have experience with Exchange Server, IIS Server, SQL Server, SharePoint Services, CA BrightStor ARCserve Backup. Experience with KACE Client Management Server, and PHAROS Enterprise Printer Manager, and scripting languages such as PERL, VBScript, and PowerShell is preferred. Must possess the ability to write system documentation, system specifications/requirements and in developing project plans, presentations, correspondence, studies, reports, and training materials. Must possess excellent troubleshooting skills and the ability to diagnose/resolve system problems. Must possess excellent skills in the use of the instruments and tools of the trade. Must possess the ability to interpret and apply complex technical manuals, reference materials in support of assigned systems and explain complex technical concepts to both technical and non-technical staff. Must possess the ability to prioritize tasks in order of importance; work independently and as a team member; and establish and maintain effective working relationships with departmental peers, specialist, and all customers served. Must possess a valid driver's license with a good driving record.

Working Conditions and Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

When performing the duties of this job, the employee is frequently required to sit; use hand to finger; handle or feel; speak, hear and understand speech at normal levels. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 26 pounds. The employee must occasionally lift and/or move and/or balance while standing or climbing up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: None

Supervision Received: Supervisor of Information System Services

This job description in no way states or implies that these are the only duties to be performed by this employee. The Systems Administrator III will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Information System Services or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 10/19 CR