

Sacramento County Office of Education Job Description

Classification Title: Systems Administrator

DEFINITION

Under the direction of the departmental director, the Systems Administrator is responsible for supporting and administrating the agency's technology systems and services, including the department's physical, virtual, and cloud infrastructure.

DISTINGUISHING CHARACTERISTICS

The Systems Administrator is distinguished from the Systems Engineer by having primary responsibility for the daily maintenance and support of Sacramento County Office of Education's (SCOE) technology applications, systems, and infrastructure, under the guidance of the Systems Engineer and department director. Conversely, the Systems Engineer is a senior-level position that operates with minimal oversight and is responsible for the overall design, planning, and implementation of the technology architecture that the Systems Administrator then maintains.

DIRECTLY RESPONSIBLE TO

Director, Computer, Network, and Telecommunications Support (CNTS)

SUPERVISION OVER

None; however, may lead, train, and facilitate the work of other departmental staff as well as participate in team assignments.

DUTIES AND RESPONSIBILITIES

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks that may be found in positions within this classification.)

Office 365/Google G-Suite/Active Directory

Provides Office 365 resources (Teams, OneDrive, SharePoint, shared calendars, shared mailboxes, resources, etc.); assists departments and technical staff with the use of Office 365 services; maintains Google G-Suite OUs, accounts, and device records; maintains Active Directory system accounts and objects; disables user accounts upon request from authorized personnel; updates Active Directory data to reflect staffing and organization changes; ensures outdated computer accounts and records are purged regularly.

Servers

Performs routine maintenance and operation tasks; applies server software and operating system patches and firmware updates; manages file server share permissions; manages shared printers; maintains server printer drivers; audits file servers for abuse and reports findings; replaces field-replaceable parts for servers, Storage Array Networks (SANs), and network equipment; supports and troubleshoots SCOE's distance learning systems; assists Systems Engineer and Network Coordinator with new hardware and software installation and configuration as needed.

Systems

Monitors antivirus/anti-spam systems; coordinates with staff to resolve virus infections; adjusts web filtering to enforce agency and department requirements; monitors virtual desktop infrastructure for problems or issues; assists with diagnosing and troubleshooting complex problems; assists with troubleshooting and maintaining

the agency's VOIP system; coordinates and communicates effectively with co-workers and external departmental staff; provides assistance to the Systems Engineer and Network Coordinator as needed.

Backups

Performs routine maintenance and operation tasks related to data backups, replication, and disaster recovery; monitors backup and replication jobs; resolves common issues and problems including replacing failed hard drives or equipment.

Supported Technologies

Provides support of the following technologies: Office 365, Google G-Suite, VMware, anti-virus, Windows file and print sharing, Active Directory, Filemaker Pro, SQL Server, Microsoft Intune, Google Classroom, Moodle, Canvas, VOIP, common open source software and technologies, other technologies used to support the Sacramento County Office of Education and its departments.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

Any combination of education, training, and experience which demonstrates the ability to perform the duties and responsibilities as described; Bachelor's degree in Computer Science, Information Systems, or related field, from an accredited institution and completion of additional technical certificates or training programs highly desired.

Knowledge of

Server and desktop virtualization technologies; desktop and mobile device management systems; backup system technologies and strategies; Microsoft Office 365; Google G-Suite; basic maintenance and support concepts regarding a variety of technology platforms and systems.

Skill and Ability to

Quickly learn new technologies, operating systems, and software products; diagnose, troubleshoot, and resolve difficult technical problems; set priorities and organize work to meet deadlines; communicate effectively in both oral and written forms; interact with clients and users in non-technical and clear terms; establish and maintain cooperative working relationships with clients and co-workers; keep abreast of new and emerging technologies and standards.

Other Characteristics

Willingness to work additional hours and/or evenings on occasion for planned or emergency system maintenance; possession of a valid California driver's license; willingness to travel within the county using own transportation to conduct work assignments.

Approved by Personnel Commission 12/8/20