

Rocklin Unified School District

2615 Sierra Meadows Drive, Rocklin, CA 95677
(916) 624-2428 / www.rocklin.k12.ca.us



Job Description

POSITION TITLE:	Technology Systems Administrator
SALARY PLACEMENT:	Administrative Salary Schedule Rocklin Administrative Professionals Association

SUMMARY:

Under the general direction of the Chief Technology Officer and the System Engineer, the Technology Systems Administrator performs advanced technical duties related to District-wide student information systems, data networks, operating systems, applications support, and infrastructure; participates in the operation, design, maintenance, and repair of electronic systems, databases, and district data centers, as well as instructional equipment utilized by the District staff, school personnel, and Technology Department staff; confers with administrators and staff to provide support, documentation, training, data extraction/reporting to District staff and governmental agencies; and performs other related duties as assigned.

SUPERVISOR:

This position reports directly to the Chief Technology Officer.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities for this position include, but are not limited to, the following:

1. Oversee the installation, modification, expansion, and maintenance of network and server systems and associated software
2. Maintain a reliable, high-performance computer network consisting of both on premises and cloud-based systems
3. Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures
4. Monitor systems availability and performance using a variety of monitoring software
5. Plan the installation or upgrade of computers, servers and network equipment. Schedule systems downtime with end users and technical staff to facilitate hardware and software upgrades, changeovers and backups
6. Designs reports to meet the needs of users and governmental agencies
7. Answer trouble tickets to support Technology Support Technician(s)
8. Attend professional development events for the purpose of learning and applying new knowledge and skills that will improve job performance
9. Train staff and faculty for the purpose of providing information on the operation and maintenance of computer systems
10. Create and maintain documentation for the purposes of educating staff on the proper use of software and hardware systems and documenting secure protocols for data usage across the district
11. Champion and celebrate the success of students and faculty in their use of technology

KNOWLEDGE OF:

- Theory, principles and practices of network technology.
- Personal computers, servers, printers and other LAN and WAN equipment.
- Hardware and software trouble shooting.
- Operating System and applications software.
- Quality customer service practices.
- Information Technology (IT) Service Management principles.
- Record keeping and report preparation.

ABILITY TO:

The following personal characteristics and skills are important for the successful performance of assigned duties.

- Operate, repair and troubleshoot personal and network computers
- Train faculty and staff on the use of software and hardware
- Troubleshoot and resolve network, hardware and software issues in a timely manner
- Implement new software and services while advancing technical knowledge.
- Work effectively with vendors and vendor support in ordering and supporting district hardware and software.
- Work cooperatively with others
- Prioritize and schedule support requests effectively.
- Meet schedules and timelines.
- Manage time effectively between multiple sites.
- Work independently and multi-task with minimal direction
- Perform complex troubleshooting and repairs; also process retired equipment for donation/reuse and data restoration
- Develop and maintain installation and configuration procedures; also provide thorough and complete documentation for all areas of responsibility
- Maintain mobile device management using JAMF and Google GSuite
- Maintain IT inventory such as laptops, iOS devices, adapters, monitors, keyboards, etc.
- Create, change, and delete user accounts per request
- Work irregular hours hours/days including evenings, weekends and holidays and on-call emergencies.
- Evaluate performance of equipment for purposes of providing information and recommendations regarding purchase of new equipment and systems.
- Attend and participate in staff meetings, workshops, conferences and classes, as assigned, in order to increase professional knowledge.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of employees and students.
- Perform other related duties as assigned.

EDUCATION:

Bachelor's Degree in related field preferred or any combination of experience and education which would provide required knowledge and abilities to qualify

EXPERIENCE:

Three years progressive advancement in the field of computer systems demonstrating experience in Information Technology Services, with support and maintenance in a K-12 educational environment is preferred.

The ideal candidate should have experience and working knowledge in the following areas:

- Networking: HP/Cisco Products, networking technologies, protocols, wireless, VoIP, routing and security
- Systems: Microsoft Products including all operating systems, Exchange, Active Directory
- Cloud Services: GSuite, JAMF, SysCloud, AWS/GCP/Azure
- Virtualization: VMware and Citrix technologies
- Storage: iSCSI SAN and NAS
- Backup: Disaster Recovery and Security Experience preferred

CERTIFICATES, LICENSE, REGISTRATIONS:

Valid California Driver's License

Preferred certifications: A+, Microsoft Professional, JAMF, Google Administrator, Apple Macintosh Technician (ACMT), and Microsoft System Administrator (MCSA)

PHYSICAL REQUIREMENTS:

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

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit, stand, walk, use hands, and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Medical Category II:

1. Position requires physical capability for sustained physical work; requires strength and endurance associated with moderate physical effort.
2. Position requires moderate physical exertion associated with the ability to lift, carry, push, pull or climb.
3. Position requires moderate physical effort while performing continuous moderate lifting.
4. Lifting 50 pounds maximum or carrying any object weighing up to 25 pounds.

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.

While performing the duties of this job, the employee frequently works in indoor environmental conditions. The employee is occasionally exposed to video display, moving mechanical parts, and outdoor weather conditions. The employee uses personal vehicle for work-related travel. The noise level in the work environment is usually moderate.

Adopted Date: June 24, 2020

The Rocklin Unified School District is committed to equal opportunity for all individuals. District programs, activities and services shall be free from unlawful discrimination, harassment, intimidation, and/or bullying based on actual or perceived characteristics of race, color, ancestry, nationality, immigration status, age, ethnicity, religion, marital status, medical information, mental or physical disability, sex, sexual orientation, gender, gender identity, gender expression, genetic information, or any other legally protected status or association with a person or group with one or more of these actual or perceived characteristics. For inquiries/complaints, contact our Director of Secondary School Programs or Director of Personnel Services at (916) 624-2428 or by email at titleixcoordinator@rocklinusd.org.

The Rocklin Unified School District
Maintains a tobacco-free, drug-free environment