

**COMPUTER SYSTEMS ADMINISTRATOR**

**DEFINITION**

Performs analysis and system configuration activities ensuring the functional and efficient operation of the District's network and computer systems hardware and software.

**SUPERVISION RECEIVED AND EXERCISED**

Supervision is received by the Director of Systems and Programming.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

**EXAMPLES OF DUTIES**

Recommends system network and computer software standards; upgrades procedures and maintenance activities to achieve the highest possible reliability and accessibility of computer systems.

Answers reports from users regarding systems problems; troubleshoots, debugs, and repairs problems.

Logs and tracks service calls to software/hardware maintenance vendors as necessary.

Investigates and resolves network, application program, and operating systems software problems.

Monitors system performance and resource utilization and performs capacity planning as required.

Defines and maintains documented procedures for the effective operation of the network and computer systems.

Assures overall systems maintenance and installations including optimum utilization of computing and associated software and maintaining satisfactory levels of service.

Installs, implements, operates and maintains servers on the networks.

Assists in the coordination of software and applications systems work between operations, applications and system staff.

Reviews technical manuals and professional periodicals for updated systems information.

Analyzes available software packages and makes recommendations regarding procurement.

Confers with computer manufacturers regarding hardware/software interface problems.

Assists in establishing procedures for the utilization of all equipment and software.

Maintains security and user accounts.

Performs system and database back-up including recovery activities.

## **EXAMPLES OF DUTIES (continued)**

Tracks all computer/networked system components and sub-systems, inventory lists, field service agreements, software version lists and automatic upgrade distribution tools.

Monitors and analyzes behavior of network and computer systems related to improvements and usage.

Selects, trains, evaluates and maintains schedules of student workers.

Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Enterprise resource planning software such as Oracle, PeopleSoft, SAP, Datatel, or SCT Banner.

Network and computer operating system software architecture and operations, including but not limited to Windows, Linux, Unix and Macintosh.

Data communication network architecture and operations, including but not limited to TCP/IP protocols, Ethernet topology, switching and routing technology, DNS and DHCP.

Network and information security technologies such as firewalls, network access control and policies, anti-virus protection, and data loss prevention techniques.

System analysis and research methods.

System performance evaluation and tuning techniques.

Characteristics and capabilities of modern network based computer systems such as blade servers, SAN servers and virtual environments.

Technology and methodology of the latest telecommunications systems such as voice over IP telephone systems.

User authentication schemes such as LDAP or Active Directory.

Design, implementation and support of portal technology such as SharePoint Server 2007 and electronic mail systems such as Microsoft Exchange Server 2003 and/or 2007.

### **Ability to:**

Work independently without direct supervision.

Assist staff in troubleshooting and resolving software and hardware problems.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative and effective working relationships with members of the college community and outside contacts.

Interpret detailed systems and procedures.

Interview, train, and provide work direction to student workers.

## **QUALIFICATIONS (continued)**

Keep pace with all new elements, both software and hardware.

Balance the effectiveness and efficiency of computer resource use.

## **EMPLOYMENT STANDARDS**

### **Minimum Qualifications:**

Bachelor's degree in Computer Science, Business or related field from an accredited college or university.

Seven years of experience working with computer and network operating systems is required, four years of which must have been in systems analysis, programming and information systems operations.

A Master's degree in Computer Science, Business or a related field from an accredited college or university may substitute for two years of the required experience.

### **License:**

Valid Driver's License Class C.