

Newport News Public Schools

Job Description

Job Title: Systems Administrator
Position Code: 6E27
Job Classification: Exempt

Supervisor: Coordinator II, Systems Administration
Pay Grade: 40
Contract Length: 245 Days

Job Summary

The primary duties for this position are focused on system management which includes Microsoft Windows Servers, VMware ESX systems, and Compellent Network Attached Storage systems; network file and print services, server hardware and software support, server and client patch management; managing Active Directory systems, SharePoint services, and system backups; monitoring and inventory of assigned systems. Additionally, this position will interface with the helpdesk work order system, departmental support entities, and end-users to resolve incidents.

Essential Duties

1. Implements, installs, configures, monitors, troubleshoots, and evaluates both physical and virtual servers and enterprise type applications.
2. Manages Active Directory forest and tree organizational units, user accounts, passwords, mailboxes, file level permissions
3. Manages Group Policy, SQL databases, and Microsoft's Forefront Anti-virus application system.
4. Performs software installations and upgrades to operating systems and layered software packages.
5. Diagnoses problems with server and storage area network (SAN) hardware and works with Dell engineers to resolve any problems.
6. Works with Windows Server Update Services (WSUS) and Microsoft's System Center Configuration Manager servers to approve and decline patches and make sure all workstations and servers are up to date.
7. Schedules installations and upgrades and maintains the servers and systems in accordance with established departmental procedures.
8. Performs daily backup operations that include ensuring backups are successfully accomplished and the proper disposition of media.
9. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions.
10. Performs system monitoring to ensure the integrity and availability of server and resources.
11. Participates in the Change Management and Asset Management processes.
12. Maintains documentation of inventory for servers, hardware and software.
13. Documents incident resolutions into the helpdesk work order system.
14. At times, performs after-hours system support during scheduled and unscheduled outages and standard monthly patching requirements.
15. 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.
16. Provides assistance, as necessary, to help end-users resolve technical problems that have been assigned through work orders.
17. Models nondiscriminatory practices in all activities.

Other Duties

1. Performs any other related duties as assigned by the Coordinator II, Systems Administration 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, management information systems, or a related field. Five years of relevant experience with Microsoft Windows server operating systems may be substituted for the Bachelor’s degree. Extensive relevant experience and professional training (MCITP, MCSD, MCSA, MCSE) may be substituted for a college degree. Experience in implementing and maintaining high availability Microsoft Windows servers in a high speed network required. Experience required in writing system documentation, system specifications/requirements and in developing project plans, presentations, correspondence, studies, reports, and training materials. Must possess the ability to establish and maintain effective working relationships with customers served and departmental staff, set priorities based on current events, and to be self-directed. Must be able to effectively explain complex technical concepts to both technical and non-technical staff.

Must have demonstrated experience with Windows Server 2008R2/2012, Windows Client 7/8, Active Directory Services, Group Policies, TCP/IP networking, DHCP and DNS. Experience with Exchange Server, IIS Server, SQL Server, SharePoint Services, CA BrightStor ARCserve Backup, KACE Client Management Server, and PHAROS Enterprise Printer Manager preferred. Experience with scripting languages such as PERL, VBScript, and PowerShell is also preferred.

Working Conditions & 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.

Must have the ability to sit for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels and on the telephone; speak in audible tones so that others may understand clearly in person and on the telephone; ability to understand and follow oral and written instructions; physical ability to lift 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. Duties are normally performed in an office environment.

Supervision Exercised: None

Supervision Received: Coordinator II, Systems Administration, Technology

This job description in no way states or implies that these are the only duties to be performed by this employee. The Systems Administrator will be required to follow any other instructions and to perform any other related duties as assigned by the Coordinator II, Systems Administration, Technology 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