



## **Job Description**

### **Lead Systems Administrator**

**Job Type/Classification:** Lead Systems Administrator, AFSCME

**Compensation:** Lead Systems Administrator column of Technology Services Salary Schedule

**Reports to:** Technology Services Director or designee

#### **Position Summary:**

The Lead Systems Administrator plans, coordinates, and oversees the work of self and other Systems Administrators to design, implement, and manage San José Unified's software and hardware technologies. The Lead Systems Administrator possesses advanced technical skills, effectively prioritizes work, and may oversee the work of Technology and Data Services personnel, as well as contractors, and leads projects and programs to support department or San José Unified goals.

#### **Essential Duties and Responsibilities:**

- Evaluates, designs, installs, configures, and maintains all San José Unified server, network, and telecommunication systems
- Coordinates and provides tier-3 support and works collaboratively to help Systems Administrators resolve tier-1 and tier-2 issues as needed
- May oversee, inform, support, or review the work of others, including contractors, as appropriate
- Identifies, researches, troubleshoots, and resolves system issues in alignment with policies and best practices
- Monitors performance and maintains systems according to vendor requirements
- Develops and manages backup solutions to minimize service disruptions
- Applies sound judgment and ensures decisions are aligned with relevant policies and regulations
- Communicates and collaborates effectively with both internal and external stakeholders
- Collaborates to create and maintain technical documentation, providing training as needed
- Assists in accomplishing site, department, and San José Unified goals
- Maintains regular and punctual attendance to fully meet work responsibilities
- Trains, coaches, and mentors staff in performing duties
- May direct the work of others, including external stakeholders
- Documentation of core processes and essential duties of the job role
- Performs other duties as assigned

#### **Qualifications:**

##### Education and Experience:

- Associate degree in a network or IT field, or equivalent combination of training and experience preferred
- At least five years of work experience in a similar environment preferred

##### Licenses and/or Certifications:

- California driver's license may be required
- CompTIA certifications preferred
- Cisco Certified Network Professional (CCNP) or equivalent certification preferred
- Aruba Certified Mobility Associate (ACMA) equivalent certification preferred

- VMWare Certified Technical Associate - Network Virtualization (VCTA-NV) or equivalent certification preferred
- Applicable professional certifications that support the work listed in the Essential Duties and Responsibilities preferred

Knowledge, Skills and Abilities

- Mastery of modern network, data, and voice communication systems
- Mastery of enterprise networks, security solutions, and SaaS cloud business services
- Advanced knowledge of deploying and managing virtualized server environments
- Advanced knowledge of configuring standard network protocols and services, including but not limited to OSPF, EIGRP, BGP, TCP/IP, UDP, DNS, DHCP, HTTP, VoIP, and QoS
- Ability to perform and train others how to configure routers, switches, and other hardware according to current specifications and best practices
- Ability to think critically and creatively to solve complex problems with pragmatic solutions
- Ability to work and communicate effectively and respectfully with diverse teams to reach a common goal
- Ability to work in a fast-paced environment and maintain a calm, professional demeanor
- Ability and willingness to learn, as well as to teach others
- Knowledge of correct English usage, spelling, grammar, punctuation, and general math
- Ability to write technical processes intended for others to follow
- Ability to follow written and oral directions

**Terms of Employment:**

- As outlined in the Collective Bargaining Agreement

**Physical Demands and Working Conditions:**

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 accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is continuously required to speak and listen for extended periods. The employee is also required to sit or stand for long periods, and to regularly to walk; use hands or fingers to handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch or crawl. The employee must regularly lift and move up to 20 pounds, and occasionally lift and move up to 50 pounds. Specific vision abilities required for this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is further required to have the physical, mental, and emotional stamina to fully perform the duties and responsibilities of the position, and the mental acuity to collect, evaluate, and interpret data; to reason; to define problems; to establish facts; to draw valid conclusions; and to make effective judgments and decisions.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not exhaustive of the duties performed or that may be performed by this position.

San José Unified School District is an Equal Opportunity Employer and does not discriminate on the basis of actual or perceived race, religion, color, national origin, ancestry, ethnicity, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, parental status, gender, gender identity, gender expression, sex, or sexual orientation in its employment practices.

**Job Class:**

**Board Approved:**