Durham Public Schools
Job Description

Information Technology
Systems Administrator

JOB TITLE: Systems Administrator

REPORTS TO: Server Project and Operations Team Lead

SALARY: Based on State and Local Classified Salary Schedules

STATUS: Permanent, 12 months, Classified, Exempt

SUMMARY: The person in this position has a variety of roles and responsibilities critical to the daily operation of the IT environment including being on-call and other duties as assigned. Serve as an internal escalation and assist customers with troubleshooting server related issues. Primary responsibility is to ensure stable, secure, server, email and storage services for district. Responsible for ensuring reliable communication between servers such as DHCP, DNS, Email, Anti-Virus, VPN, shared directory services/file servers and workstation logins. Maximize server performance by monitoring and troubleshooting issues and outages while documenting and enforcing system standards.

RESPONSIBILITIES & DUTIES:
1. Advanced knowledge of a Microsoft Exchange Server, Microsoft Active Directory and Windows Server 2003/2008/2012.
2. Experience designing, configuring and managing Exchange, Active Directory, Group Policy and Windows Server in a Virtual environment.
3. Experience configuring and supporting VMware, vSphere and Storage Array Networks (SAN).
4. Perform day-to-day maintenance and administration of Cisco UCS, EMC and Dell Compellent SANs.
5. Experience configuring, troubleshooting, and maintaining server-based applications including MS Exchange, SQL Server and IIS.
6. Manage DHCP, DNS, IIS, replication service and print services for Windows Server 2003, 2008 and 2012.
7. Working knowledge of networking technologies including LAN, WAN and IP routing a plus.
8. Experience installing, configuring, maintaining, and troubleshooting end user workstation hardware, software, and peripheral devices.
9. Escalation point for troubleshooting physical, virtual and server based application incidents.
10. Develop recommendations for performance improvement and workflow efficiencies.
11. Strong troubleshooting and problem solving skills, related to diagnosing and resolution of server outages and performance problems to ensure maximum uptime and service quality.
12. Continually reviews, identifies and suggests improvements to existing processes and system efficiency and effectiveness.
13. Develop, implement and maintain high quality documentation and standards, including design documentation, configuration management and server performance management.
14. Must fulfill after hour's responsibilities including non-scheduled outages, scheduled maintenance windows and projects deliverables.
15. Perform other duties as assigned.

MINIMUM EDUCATION, EXPERIENCE AND REQUIREMENTS:
Bachelor's Degree in Computer Science, Information Technology preferred.
10+ years working as a Systems, Email and SAN Administrator.
MCSE, MCSA or MCITP preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:
1. Customer-service oriented while displaying a positive attitude and ability to interface with people at all levels of an organization.
2. Excellent written, communication skills, ability to perform within a team environment. Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees.
3. Experience working with a help desk ticketing systems and performing formal change control.
4. Must be detail oriented and thorough.
5. Ability to read and interpret technical documents such as safety rules, operating and maintenance instructions, procedure manuals, technical instructions and repair manuals. Ability to write routine reports and correspondence. Ability to communicate well with all levels within the organization.
6. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands and fingers to repair equipment, or feel and reach with hands and arms. The employee is regularly required to stand, walk, kneel, crawl and use a ladder to reach equipment. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities   required by this job include close vision, distance vision, and ability to adjust focus.
7. Must maintain a valid North Carolina driver's license.

RESOURCE REQUIREMENTS:

X Laptop	X Desktop computer (may be docking station with laptop)	
X E-mail address	X Outlook	X VPN
X Cellphone	☐ Pager	☐ Two-way radio
X iPad		
X Office phone	X 10 digit phone number	X 5 digit extension
☐ Printer		
☐ Fax		
☐ District vehicle		
X Software: (Microsoft Office, Adobe)		
☐ AS400		
X SharePoint	☐ Audio recording device	
X Web site access		
X Building access key/code (for necessary building access during non-traditional hours)		

OPTIONAL: Wi-Fi hotspot to access VPN while away from their workstation (the person may already his/her own access)

PHYSICAL REQUIREMENTS:
Must be able to exert up to 50 pounds of force occasionally and/or a negligible amount of force to move objects constantly; work considered light work. Light work requires walking or standing to a significant degree.

DISCLAIMER:
The statements of the job description are intended to describe the general nature and level of work performed by an employee in this category. The description does not contain an exhaustive list of all responsibilities, duties, skills and other requirements necessary of employees to perform in this position.

I, the undersigned, acknowledge that I have read and understand the requirements of my job description as contained herein and described by my supervisor.

_____   _____
                Employee Signature   Date