NORTH EAST SCHOOL DIVISION # 200

JOB DESCRIPTION

POSITION TITLE: **System Administrator**

REPORTS TO: **Directly: Information Technology Manager**
                                    Indirectly: Superintendent of Schools

Purpose:
The System Administrator is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. They participates in technical research and development to enable continuing innovation within the infrastructure.

Required Education, Knowledge, Qualifications and Experience:
- College diploma or university degree in the field of computer science
- A minimum of 3 - 5 years equivalent work experience.
- Certifications in Cisco, Microsoft, Netware are a definite asset.
- Extensive hands-on technical knowledge of network systems, protocols, and standards such as Ethernet, Token ring, LAN, WAN, frame relay, xDSL, TCP/IP, ATM, T1, 802.11x, and so on.
- Strong knowledge of network management and analysis tools
- Extensive client/server and operating system experience with Windows 2003.
- Experience working in a switched and routed environment.
- Hardware, software, and network connection troubleshooting experience.
- Working technical knowledge of current network hardware, such as Cisco Catalyst 6500, 4500, 3500 series switches, Cisco PIX/ASA.
- Knowledge of anti-virus software, ASA/PIX firewalls, intrusion detection systems, and other network security measures.
- Knowledge of applicable data privacy practices and laws.

Required Skills and Abilities:
- Strong written, oral communication and interpersonal skills.
- Skilled at installing/configuring hubs, switches, routers, bridges, etc.
- Ability to conduct research into security issues and products as required.
- Ability to present ideas in user-friendly language.
- Highly self motivated and directed.
- Exceptional attention to detail
- Proven analytical and problem-solving abilities
- Ability to apply and follow project management principles and tasks.
- Ability to prioritize and execute tasks in a high-pressure environment
- Ability to do Medium Load Work which includes:
  - exerting up to 50 lbs. of force seldom (lifting and/or carrying)
  - exerting up to 20 lbs. of force occasionally
  - exerting up to 10 lbs. of force frequently to move objects
- Strong customer service skills.
- Ability to work in a team-oriented, collaborative environment.

Supervision of Staff:
This position does not involve the supervision of staff.

Duties and Responsibilities:

Without restricting the generality of the general description above, the System Administrator shall perform such duties and responsibilities as may be assigned included but not restricted to the following:

- Collect and document user's requirements and develop logical and physical system architecture and specifications
- Design, configure, and test computer hardware, networking software and operating system software
- Analyze equipment performance records in order to determine the need for repair or replacement
- Research, evaluate and synthesize technical information to design, develop and test computer-based systems
- Develop data, process and network models to optimize architecture and to evaluate the performance and reliability of designs
- Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements
- Develop and conduct design verification simulations and prototype bench tests of components
- Plan, design and co-ordinate the development, installation, integration and operation of computer-based systems
- Assess, test, troubleshoot, document, upgrade and develop maintenance procedures for operating systems, communications environments and applications software
- Supervise, inspect and provide design support during the installation and implementation of computer and telecommunications hardware
- Establish and maintain relationships with suppliers and clients
- Develop and implement policies, procedures, and associated training for network resource administration, appropriate use, and disaster recovery
- Perform data backups and disaster recovery operations
- Perform routine network startup and shutdown procedures, and maintain control records
- Plan, coordinate, and implement network security measures in order to protect data, software, and hardware
- Establish connectivity and uptime service level agreements.
- Be knowledgeable about and supportive of all NESD administrative procedures and directives
- Attend regular department meetings, in-services and external related seminars as required
- Engage in lifelong learning with respect to training, in-services and courses of study.
- Conduct oneself in a manner appropriate to an educational institution that provides services to children.
- Perform other duties as may be required or assigned by the IT Manager

Judgment, Independence and Client Contact:

Confidentiality:
At no time should the System Administrator discuss in public information pertaining to anyone in the school division. The Network Administrator is expected to respect the confidential nature of the position by avoiding discussion about any topics that are not formally communicated to the public by the school division. Breaching confidentiality is a serious violation of acceptable conduct.

Independence:
The employee is expected to work independently and as a team member of the assigned Department, the schools and the division office as required.

Client/Peer Contact

This employee works collegially with school staff, school-based administration and other division based staff. Contact with other employees and outside agencies is regular and frequent.

Responsibility for Quality of Assigned Work:

The employee is under supervision and is responsible for the quality of the work and is expected to seek clarification and direction on any matters of concern.

Salary Grid:

The salary grid for the System Administrator is tied to the following grid(s):

Non-Unionized Administrative Guidelines

Approved By:	Dean Biesenthal, Supt of Human Resources
Date Approved:	Nov 2012
Reviewed:	