

SENIOR SYSTEMS ADMINISTRATOR

DEFINITION:

- Act as technical liaison for network, systems, and/or security vendors.

MINIMUM QUALIFICATIONS:

Knowledge of:

Principles, theories, methods, materials, media and equipment used in the design, installation, operation and maintenance of LAN and WAN technologies and telecommunications including operating systems applications, protocols, topologies and network security.

Principles, practices and terminology of information technology including data center design, firewalls, intrusion detection systems, wireless, network access systems.

Methods and procedures used to repair, maintain and replace hardware components including network equipment, motherboards, CPU's, physical storage, bus types and architecture.

Help desk technical support and problem resolution skills in a call center environment.

English grammar, spelling and punctuation.

Skill in:

Working independently in an environment with multiple demands and frequent interruptions, while meeting schedules and timelines; working sensitively with diverse academic, socio-economic, cultural, disability and ethnic backgrounds.

Developing, installing, troubleshooting, repairing and maintaining computer systems including networks, servers, desktop computers, peripherals, and related equipment.

Coordinating and reviewing the work of others.

Providing effective end-user technical support and training.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record; must be available to work variable schedules as required in support of technical projects and procedures.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Two years of college, trades school or training program coursework in computer science, electronics or a related field, and two years of increasingly responsible experience maintaining and repairing networks, computers, software applications and telecommunications equipment, and providing technical user support services.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

Vision to read printed material and computer screens; color vision to differentiate wiring and electronic components; speech and hearing to communicate in person and by telephone; manual dexterity to operate a computer keyboard, use small tools and move computer equipment; mobility, flexibility and strength to install and operate computer equipment. Environmental conditions include working under typical office conditions with exposure to dust and allergens; working at heights; and responding to emergency system and equipment failure.