



Job Title: Senior Technology Systems Specialist	Status: Non-Exempt
Salary Range: 24.5	Date: January 2022
Department: Administration	Reports to: Technology Systems Manager

DEFINITION

Working under the supervision of the Technology Systems Manager, the incumbent performs a variety of functions, both technical and administrative, in support of the District’s computer, network, and voice communication equipment and facilities, and assists District staff with related issues. Work is generally performed during a standard, daytime workweek; however, occasional evening and weekend work is necessary to perform special projects, and/or to support urgent requests.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Support District workstations as administrator for desktop software updates, develop and administer system scripts for automatic software updates and ensure timely updates to end-point protection software.
- Support District staff with regard to desktop, mobile, and system issues as they arise, including acting as primary point of contact for software and hardware vendor support.
- Support and development of budgetary preparation and monitor expenses accordingly for District IT functions, including acting as secondary point of contact with IT product vendors, ordering new equipment as planned and deploying the equipment according to documented procedures.
- Administer daily, weekly, and quarterly system updates, and ensure backup media are stored in accordance with District policy.
- Administer and develop written District electronic data management policies, procedures, including, but not limited to, system security, disaster recovery, system backups, mobile device management and backup, email retention, etc.
- Manage inventory of District computer equipment (both user devices and network hardware) including warranty information and a schedule for replacement of all equipment.
- Maintain records of all District software, including all licenses, and ensure installation of software updates.
- Regularly monitor and manage systems associated with District data security, including maintaining and generating reports from District firewall, administering spam filtering service, administering services for mobile device management, etc.
- In association with District Controls Systems staff members, administers District WAN communication, and manage District broadband service, making changes as necessary.

- Supports, develops, and maintenance of comprehensive policy, procedures, and instruction manuals for District electronic data management.
- Manage District system hardware and software, including maintaining services and support agreements, deploying, and removing devices and software, provisioning new data servers and managing allocation among VM hosts, and managing data storage.

EMPLOYMENT STANDARDS

Knowledge of:

- Microsoft Windows (including Win 10, Win 11), MS Office products, Adobe Acrobat, Office 365, Azure cloud based services, and other desktop software
- Windows server administration, including administration of virtual environment (VMWare and vSphere)
- Network and desktop security and security software
- Microsoft Exchange administration and features, Exchange, Online, Azure cloud based services
- Network firewall administration fundamentals, IPS, IDS, access zones.
- Wireless networks PTP, MESH, Point to multipoint, wireless scanning
- Backup technologies and methodologies
- Voice/VOIP systems
- Wide variety of office equipment, USB, IP based office equipment
- Mobile device support, device management, fundamentals.
- Network communication fundamentals, including WANs and LANs, Purdue model
- Windows Active Directory, Azure active directory, and cloud based services.
- Remote access fundamentals and VPNs, mobile access.
- Microsoft SQL server, database administration.
- Software and hardware licensing and support principles
- Asset lifecycle and management
- System management and patch management fundamentals
- General business principles, including developing basic budgets and tracking expenses
- Operations control systems (SCADA), preferred
- Fundamental information security systems best practices
- Identity management, multi factor authentication, and single sign on fundamentals.
- Anti-virus, Anti-malware, behavioral guard, threat prevention principles.
- DevOps fundamentals with Azure cloud based services, AWS, gcloud.

Ability to:

- Ability to track, administer and organize a wide variety of hardware and software, as well as licenses and support agreements.
- Track and document expenses and stay within prescribed budgets.
- Research and support business software.

- Manage and complete multiple and varied assignments and meet deadlines with frequent interruptions.
- Read and interpret instructions, such as safety rules, operating and maintenance instructions, and procedure manuals.
- Communicate effectively, both orally and in writing.
- Develop, write, and administer IT policies and procedures.
- Establish and maintain effective working relationships with District staff, vendors outside and the public.
- Prepares and maintains a variety of logs, records, documentation, training manuals, reports and correspondence.
- Assist department staff in evaluating options and identifying potential technology applications and systems for installation.
- Analyze and track technology problems accurately, make, recommend efforts, and take effective course of action.
- Perform minor repairs or coordinate with hardware and software support vendors.
- Respond to and identify user network and computer related problems.

EDUCATION AND EXPERIENCE

At least five to seven years' experience providing IT support in a business environment. Bachelor's Degree or Master's Degree in Computer Science, Information Technology, or comparable field preferred.

CERTIFICATIONS AND LICENSES

Possession of a valid California Class C Driver's License is required upon hire. A+ and Network+ certification and CCWP, CCNA, security plus, PMP preferred.

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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mobility: Job tasks are varied and require standing, walking, sitting, climbing, bending, stooping, kneeling, and crouching.
- Lifting: occasional lifting up to 20 pounds.
- Vision: constant use of overall vision, including near vision, distance vision, color vision and ability to adjust focus.
- Dexterity: occasional grasping, fine manipulation, reaching, pushing and pulling; occasional use of touch to distinguish or identify objects.
- Hearing/Talking: frequent hearing and talking, in person and on the phone.
- Emotional/Psychological: frequent contact with coworkers and others; depending on assignment, may also frequently work alone. The employee is also expected to respond in emergency situations.
- Environmental: exposure to moderate noise levels.

Accepted By: _____
Senior Technology Systems Specialist Date

Approved By: _____
Technology Systems Manager Date

Approved By: _____
Chief Human Resources Officer Date

Approved By: _____
General Manager Date