

Network Administrator

DEFINITION:

Under the supervision of the Network and Information Technology Manager, Educational Technology & Information Systems, or designee, the Network Administrator will be responsible for complete day to day network administration, support and troubleshooting of the FCUSD network in a high volume, highly dynamic environment with multiple configurations. Will need to be experienced with planning and installation of new software or upgrades and resolving complex related problems.

QUALIFICATIONS:

Experience: Three years of experience in network, enterprise application systems administration and/or telecommunications support or any equivalent combination of education, experience, and knowledge. Candidates with K-12 and/or higher education Network support experience are encouraged to apply.

Education: Bachelor's degree from an accredited four-year institution in information technology or another technology-related field is preferred. Information systems certifications and college-level coursework is desirable.

Other: Possession of a valid California Driver License; this position may require the use of the employee's personal vehicle.

DISTINGUISHING CHARACTERISTICS:

- Able to work independently with little supervision
- Collaborative approach to problem solving
- Interpersonal skills including tact, patience, and courtesy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Under the direction of Network and Information Technology Manager, Educational Technology & Information Systems, or designee, incumbent will perform the following duties at the Educational Services Center and at sites throughout the district

- Participate, contribute, and execute the planning, design, implementation, and support of a variety of complex application and infrastructure related projects and upgrades.
- Travel to District sites to troubleshoot network related hardware, software or cabling problems; perform minor repairs on network infrastructure and applications, as appropriate.
- Troubleshoot and resolve hardware and software problems on all Windows Server systems.
- Implement, manage, and administer domain systems (Active Directory), email systems (Exchange/Gmail), and network file sharing systems.
- Specify, installs, tests, administers, and upgrades server, networking, and storage hardware platforms across the district.
- Maintain data center infrastructure and ensures high levels of data quality, availability, and security across the district by adhering to known industry best practices.
- Provide support to end-users regarding access, operation, and troubleshooting of various software programs and network related problems.
- Use communication channels to inform team of important issues and information which will help improve team performance.
- Familiarize users with common district hardware and software.
- Analyze data to identify software and hardware problems
- Perform other related duties as assigned.

KNOWLEDGE:

- Experience with Virtualization technology components (VMware, Vsphere, Hyper-V, SAN, Veeam Backup Technology, etc.)
- Demonstrated proficiency with Windows, Office 365 Suite, Exchange On-Premise, Exchange Online, and PowerShell.
- LAN/WAN, Local Active Directory and group policy, Azure, Azure AD connect, DHCP, DNS.
- Microsoft Server Administration Experience (Installation, Configuration, and print services).
- Implements, and maintains policies, standards, and procedures for installation, maintenance, and operation of Teams, SharePoint, OneDrive, Office 365, Windows, Azure and other systems, solutions, applications, and services.

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- Experience with Cisco networking and communications products.
- Proper use and operation of equipment, software packages, system applications, word processing, and spreadsheet, and other related software.

ABILITIES AND SKILLS:

- Maintain consistent, punctual, and regular attendance
- Communicate effectively and successfully both orally and in writing with individuals and groups, including software/hardware vendors to identify and resolve problems.
- Promote cooperative and effective working relationships with others.
- Plan and execute of systems maintenance, scheduled outages, and escalated service desk tickets.
- Effectively read, understand, and apply technical and complex documents to solve problems.
- Obtain price quotes for repair or replacement of technology related equipment.
- Organize and prioritize assigned tasks to meet established schedules, timeliness, and/or deadlines.

PHYSICAL REQUIREMENTS:

Physical abilities include the usual and customary methods of performing the job's functions and require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, touching and/or feeling; manual dexterity to operate a telephone and enter data into a computer.

Significant physical abilities include ability to sit at a desk, conference table, or in meetings of various configurations for extended periods of time; see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, computer screens and printouts; hear and understand speech at normal room levels and hear and understand speech on the telephone; speak in audible tones so that others may understand clearly in normal conversations. Physical ability must be sufficient to lift typical computer equipment (computers, monitors, printers) without assistance.

WORK ENVIRONMENT:

- Typical office and school environment
- Driving a vehicle to conduct work as required by position