



## Job Description

<b>Title: Systems Support Analyst</b>	<b>FLSA Status: Nonexempt</b>	<b>Months: 12</b>
<b>Supervisor: Manager - Information Technology</b>	<b>Supervises: N/A</b>	<b>Range: 38</b>
<b>Department: Information Technology</b>	<b>Bargaining Unit: Classified</b>	<b>Approved: 12/19/2019</b>

### JOB SUMMARY:

Under direction of Manager- Information Technology, provide network administration duties as required; provide systems support including diagnosing and resolving hardware, software and networking problems; work on special projects in support of the district's 1:1 program; and provide end-user technical support of both hardware and software.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Under the direction of the Manager – Information Technology, support district technology systems and servers related to district LAN and WAN (e.g. email systems, accounts, print queue, workstation ID, IP assignments, computer labs, classroom computers, VOIP, security, antivirus, spyware, etc.) for the purpose of ensuring availability of services to authorized users.
- Monitor server performance, usage, and license status.
- Troubleshoot malfunctions of network hardware and/or software applications within the District's local and wide area networks, telephones and security systems (e.g. servers, hubs, routers, network protocols, etc.) for the purpose of resolving operational issues and restoring services.
- Work on special projects of the Director, Educational Technology to support the District's technology initiatives, including, but not limited to overseeing Mobile Device Management of student devices, create and maintain accounts for a variety of cloud-based subscription services, such as a Learning Management System, providing direct software and hardware support for all systems supporting the technology initiatives,
- Prepare written materials (e.g. procedures, system level documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Assist other personnel as may be required for the purpose of contributing to the efficiency and effectiveness of the work unit.

### OTHER DUTIES:

- Perform related duties as assigned.

### QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Knowledge of:

- Functions and secretarial operations of an administrative office.
- Windows, Mac OS, Apple iOS, Linux, and VMWare operating systems
- Active Directory (AD) structure
- Ethernet networking protocols and analysis
- Wireless networking configuration and management

**Skills/Ability to:**

- Perform highly responsible and confidential secretarial and administrative assistant duties to relieve the Assistant Superintendent. Educational Services of a variety of administrative details.
- Support and troubleshoot Windows Server-based IT Network
- Perform operations and activities related to the installation, configuration, maintenance, troubleshooting and repair of system hardware, software, peripheral and network systems
- Participate in the design, installation, operation, maintenance, and repair of the LAN/WAN
- Provide support to network users
- Analyze, research, and resolve technical issues
- Work independently with little supervision
- Establish and maintain cooperative and effective working relationships with other staff
- Perform highly complex, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions
- Establish and maintain cooperative and effective working relationships with others.
- Analyze situations accurately and adopt an effective course of action.
- Plan and organize work.
- Meet schedules and timelines.
- Prioritize and schedule work.
- Work independently with little direction.
- Work confidentially with discretion.
- Communicate effectively both orally and in writing.

**Education and Experience:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities is:

- Bachelor's degree in networking, information technology, computer science or related field.
- Three years of experience working with network systems; and maintaining and repairing of computer equipment.
- Additional certifications in hardware repair (A+), Microsoft Server/Network (MSCE), and VMware administration are highly desirable.
- Experience working with Cisco for routers, switches, and firewalls a plus.

**WORKING CONDITIONS:****Work Environment:**

- Indoor/Office environment.
- Frequent interruptions.

**Physical Demands:**

- Hearing and speaking to exchange information in person or on the telephone.
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Sitting or standing for extended periods of time.
- Bending the waist, kneeling or crouching to file materials.
- Reaching overhead, above the shoulders and horizontally to file and retrieve materials.
- Frequent lifting and carrying light objects.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.