



POSITION DESCRIPTION

Title: Network and Communications Systems Administrator

Department: Information Technology

FLSA Classification: Non-Exempt

Bargaining Unit: Supervisory

Work Year: 12 Month

Reports to: Director of Technology

Board Approval Date: TBD

Salary Grade: Range 131, Supervisory Salary Schedule

Primary Function:

Under the direction of the Director of Technology the Network and Communication Systems Administrator's role is to ensure the stable operation of phone systems both VoIP and traditional along with LAN and applicable WAN components of the district network. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all phone systems and network hardware, software, and communication links. The person will also analyze and resolve end user hardware and software computer problems in a timely and accurate fashion, and provide end user training where required.

Essential Job Functions include, but are not limited to the following:

1. Manage all phones, VoIP systems, call manager and voicemail server solutions including their associated operating systems, software and network connections.
2. Manage network hardware and equipment, including but not limited to routers, switches, telephone equipment and UPSs.
3. Oversee installation, configuration, maintenance, and troubleshooting of phones and end user workstation hardware, software, and peripheral devices.
4. Ensure network connectivity of all workstations and phones.
5. Administer all equipment, hardware and software upgrades.
6. Perform network design and capacity planning.
7. Manage security solutions, including firewall, anti-virus, and intrusion detection systems.
8. Conduct research on VoIP and network products, services, protocols, and standards in support of network procurement and development efforts.
9. Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services.
10. Develop, implement and maintain policies, procedures and associated training plans for phone systems and network resource administration, appropriate use, and disaster recovery.
11. Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
12. Establish service level agreements with end users.
13. Administer and maintain end user accounts, permissions, and access rights.
14. Perform server and security audits.
15. Perform systems backups and recovery.
16. Monitor and test network performance and provide network performance statistics and reports.

17. Recommend, schedule, and perform network and phone systems improvements, upgrades, and repairs.
18. Perform other related duties, as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

College diploma or university degree in the field of computer science and/or 3 - 5 years' equivalent work experience; certification and extensive application support experience with CISCO equipment; hands-on hardware troubleshooting experience; experience working in a team-oriented, collaborative environment. Must have a valid California Driver's License.

Skills, Knowledge and Abilities:

Knowledge of: CCNP Collaboration preferred, CCNA Collaboration required; CCNA Routing and Switching required; MCSA preferred; working technical knowledge of CISCO Call Manager and CISCO Unity; working technical knowledge of current network hardware, protocols, and standards including TCP/IP, QoS, PoE, etc.; knowledge of vmWare Data Center concepts; working knowledge of the Microsoft Server System; working knowledge of Active Directory, LDAP, DNS, DHCP, etc.; good understanding of the organization's goals and objectives; knowledge of applicable data privacy practices and laws;

Skills: strong written and oral communication skills; strong interpersonal skills; highly self-motivated and directed; keen attention to detail; strong customer service orientation

Ability to: Conduct research into networking issues and products as required; present ideas in user-friendly language; proven analytical and problem-solving abilities; effectively prioritize and execute tasks in a high-pressure environment.

Working Conditions

While performing the duties of this Job, the employee is regularly exposed to moving mechanical parts. The employee is frequently exposed to a risk of electrical shock and vibration. The employee is occasionally exposed to cold or warm conditions. The noise level in the work environment is usually moderate.

This position requires on-call availability, possible overtime, evening/weekend work, and travel to other District sites. The incumbent must have reliable personal transportation.

Physical Abilities

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and reach with hands and arms. Must have dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components. The employee is frequently required to stand; walk; climb or balance; stoop, bend, twist, reach at all levels, kneel, crouch, or crawl and talk or talk to hear. The employee is occasionally required to climb or balance. The employee is regularly required to sit.

The employee must regularly lift up to 10 pounds and sometimes lift or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Adopted: August 13, 1997

Revised: September 26, 2007