JOB TITLE:	SENIOR SYSTEMS ADMINISTRATOR	DIVISION:	DISTRICT - INFORMATION SYSTEMS
REPORTS TO:	SENIOR INFORMATION SYSTEMS MANAGER	EEO CATPEGORY:	03-TECHNICIAN
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	REPRESENTED	LOCATION:	SAN FRANCISCO

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under general supervision of the Manager, Information Systems, maintains the information technology environment of the District. The Senior Systems Administrator's role is to ensure the stability, administer, and monitor the in-house and cloud information systems that support core organizational functions. Works closely with vendor and manufacturer staff to coordinate installation and maintenance projects and to determine and correct problems that may occur during start-up and operation. Consults with vendors and manufacturers regarding product compatibility and purchases. Investigates user complaints of malfunctioning equipment; isolates the fault and makes repairs where appropriate, initiates trouble calls if equipment is under maintenance contract and/or purchases repair service as necessary.

Position functions as Level II support and will be responsible for supporting the help desk resolve end-user problems. Position will also be cross-trained with the Senior Network Administrator, so that one individual can support the other as needed.

Essential Responsibilities

- Responsible for the setup, configuration, installation and maintenance of all physical and virtual servers. Position will be assisted by other departmental positions with respect to configuration, setup and installation of servers and associated computers/devices
- Proactively manage, maintain, monitor, patching, and problem resolution of all servers and applications that reside on the servers
- Installs, configures and maintains new and/or upgraded operating systems, applications, network and client protocols and software, mainframe access and emulation, remote access, other software, including applications unique to the department
- Responsible for backup and restore of files, programs, snapshots, logs, databases, and emails
- System monitoring to maintain availability
- Responsible for the setup, configuration, installation and maintenance of the Citrix XenApp and XenDesktop environment

- Participates in a variety of specialized projects, i.e. microsegmentation, disaster recovery, transit scheduling application, ERP
- Maintains accurate records and files related to work performed; maintains inventory records and documents equipment installations and configurations.
- Maintains user access, including add and delete users, modify their configurations, security rights and access rights
- Maintain applications such as SPAM, NPM, PRA (Clearwell)
- Upgrade of technical applications
- Monitor anti-virus, malware, and resolve issues
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service
- Performs additional related duties as assigned
- Regular and reliable attendance and performance are required

Required Knowledge, Skills and Abilities

Working knowledge of:
- Microsoft Operating Systems up to and including Windows 2016 Server and Windows 10
- VMWare technology i.e. VSphere, VCenter, NSX
- Citrix XenApp, XenDesktop, and Netscaler
- Microsoft Exchange 2013/Office 365 and Microsoft Office Suite
- Storage platforms specifically SAN, NFS Converged
- Active Directory, Role based access, Group Policy, and IIS 6+
- Linux servers, proxy servers, firewalls, mail spam servers and VPN servers
- Monitoring solutions, i.e. Solarwinds, Foglight
- Installation and configuration of standard business and administrative software, including emulation software and protocol stacks
- Record keeping practices and procedures
- New and existing software, applications, databases and hardware through formal, informal and on-the-job training and self-study

Ability to:
- Prioritize competing requests for service, multiple tasks, and organize schedules to meet District requirements
- Explain technical information to non-technical users
- Prepare clear, concise reports, documentation and correspondence
- Communicate professionally and effectively, both orally and in writing
- Work professionally and productively with all encountered in the course of work, including personnel in governmental agencies, local authorities, consultants, the general public, & District staff
- Follow the safety and health rules and safe working practices applicable to the job

Minimum Qualifications

Education and/or Experience:
- Bachelor's degree and 5 years of System Engineering/Administrating experience, associate degree and 7 years related experience, or 10 years related experience
- MCNE, MCSE. MCSA certification is a plus
- Desirable knowledge, skills, and abilities on the following areas:
  - Hardware, software and networking protocols utilized in LAN, WAN and related data communication systems, including fiber optics and peripheral equipment.
  - Thorough knowledge of LAN switch and router management via telnet and web interfaces
  - Knowledge of router protocols and setup thereof
  - Thorough knowledge of TCP/IP communication
  - Knowledge of VLAN technology
  - Experience with basic Cisco IOS command
  - Experience with Cisco UCS environment

Required License:
- Must possess and maintain a current, valid California driver's license and satisfactory driving record. (Drives District vehicles to Bay Area facilities on a regular basis)

Physical Requirement:
Mobility to work in a typical office and computer room setting. Mobility and dexterity to install cables and other computer and network hardware. Strength to lift and move components weighing up to fifty (50) pounds. Vision to read printed materials and a computer screen. Color vision to distinguished between differing wiring and cabling components. Hearing and speech to communicate in person and over the telephone. Must be willing to work extended hours or called back in emergency situations. Must be willing to be on-call (for emergencies only) on a rotating basis.