

SAN RAMON VALLEY UNIFIED SCHOOL DISTRICT
Position Description

TITLE: Coordinator, Systems
Administration and Technical Support

REPORTS TO: Director/Technology

DEPT: Technology

CLASSIFICATION: Classified Management

FLSA: Exempt

WORK YEAR: 225 Days

BOARD APPROVAL: April 9, 2002

SALARY: Range E1;
Management Salary Schedule

SUMMARY DEFINITION: Lead major, complex, district-wide directory service oriented system administration and technical support program with considerable independence, including transition to comprehensive directory and email systems. Supervise assigned staff. Plan, organize, direct, and supervise system administration and technical support activities and contractors as assigned.

REPRESENTATIVE DUTIES: Incumbents may perform any combination of the essential functions shown below. Duties may vary from site to site. This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but is intended to accurately reflect the principal job elements. **E = Essential Functions**

Plan, direct, organize, coordinate, and supervise the activities of the technical support and system administration staff and other Technology Department employees as directed. **E**

Manage district technical support functions, including the use of telephone and database driven technical support work order systems, outside vendors, contractors, consultants, and other assets as necessary. **E**

Develop, organize, and implement short and long range plans for building, installing, configuring, managing, maintaining, and supporting district and site servers, software, and services. **E**

Develop and organize short and long range plans for the implementation of comprehensive directory, e-mail, calendar, and other network services at both district and site levels. **E**

Develop and organize short and long range plans for acquiring, deploying, and maintaining hardware and software systems supporting Management, Library, and Student Information Systems. **E**

Develop district standards for computer hardware and software to assure the integrity, efficiency, and cost effectiveness of school, library, and administrative computer systems. **E**

Develop and organize short and long-range plans for the implementation of network security, data backup, disaster recovery, and antivirus software and hardware systems. **E**

Plan and coordinate training and workshops for district staff as needed; provide and coordinate training for Technology staff; present in-service for site technical support; travel to user sites as necessary. **E**

Assess the effectiveness of technical support provided to district and site users through formal meetings, district surveys, work order systems statistics, and informal communications with users. **E**

Work with district and site personnel to resolve conflicts, schedule activities, and coordinate tasks. **E**

Determine resolution of users' technical problems; develop procedures that are compatible with District standard hardware and software; interface with Management Information Systems personnel. **E**

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from an accredited college or university with a computer science or related degree; three years of experience in a technical support role in a large organization with heterogeneous systems and networks; one year of experience in management, operation and supervision.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License, ability to transport self to any district site.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Conflict resolution techniques.

General and detailed knowledge of technical support and system administration functions.

Hands-on technical expertise with network operating systems including Novell, AppleTalk, Windows NT, Windows 2000, Unix, and Linux.

Desktop operating systems including DOS, Windows 9x, NT, 2000, MAC OS.

Application software in a school or large corporate environment including MS Office and Outlook.

Education specific applications including Follett, SASI, Integrate, and QSS.

World Wide Web applications including Netscape, IIS, OWA.

Internet and LAN server construction, configuration, administration, support, and repair.

Capabilities, operation and utilization of computer systems and related equipment.

Requirements and restrictions of networked operating systems.

Legal requirements, codes and guidelines related to assigned projects.

Principles and practices of training and providing work direction.

Project and program planning techniques, scheduling and control.

Systems and procedures analysis and development.

Hands-on technical expertise with physical networks including Ethernet and Apple Talk.

ABILITY TO:

Meet District standards of professional attitude as outlined in the Management Code of Ethics.

Communicate effectively in English, both orally and in writing.

Work independently under the direction of the Director of Technology.

Plan, direct, train, supervise, and evaluate the work of assigned staff.

Coordinate and direct meetings requiring the cooperation and participation of diverse staff members.

Analyze complex information needs and provide appropriate computer system solutions.

Analyze and evaluate networked system problems, provide appropriate solutions.

Analyze and evaluate effectiveness of prospective software applications, implement as required.

Troubleshoot and solve problems quickly and accurately.

Perform software and systems analysis for cost efficient, auditable and secure systems.

Develop test techniques to test complex computer software programs.

Conduct surveys and studies to assist in determining district, user and system needs.

Establish and maintain effective working relationships with others.

WORKING CONDITIONS


ENVIRONMENT

Mostly indoor environment. Some travel from worksite to worksite.

PHYSICAL ABILITIES:

Standing or sitting for extended period of time; hearing and seeing to observe and respond to computer functions, hearing and speaking to exchange information; lifting moderately heavy objects; reaching overhead and above the shoulders to retrieve materials and supplies; kneeling or crouching to install computer software or peripheral equipment; bending at the waist; dexterity of hands and fingers to operate a computer keyboard.

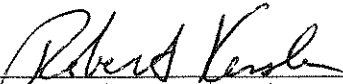
APPROVALS:



Roberta Silverstein, Asst. Superintendent Human Resources

3/29/02

Date



Robert Kessler, Superintendent

4/11/02

Date