

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: SENIOR SYSTEMS ADMINISTRATOR

BASIC FUNCTION:

Under the direction of the Manager-Systems Administration, monitor and maintain business systems availability to districts and County Office users; provide back-end database support to the applications support and help desk staff; support, coordinate and train assigned staff.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Monitor and maintain business systems availability to districts and County Office users including the QSS financial and payroll system; provide assistance, guidance, parameters and specifications to the applications support unit in the development of customized business applications necessary to meet business needs including identifying data sources and structures; develop and provide set-up specifications and parameters in the development of interfaces and other automated processes.

Monitor system performance; conduct routine checks on disc and CPU usages; monitor system log files and nightly jobs; monitor backup jobs and backup tapes; restore files and databases as requested; initialize backup tapes; replace or coordinate hardware replacements; bring down/upload system for system maintenance; contact and work with vendors for hardware/software critical/major problems.

Provide back-end database support to the applications support and help desk staff; utilize SQL commands and scripts; trace aborted jobs; rerun reports as needed; test, download and install new and updated QSS programs, modules or patches according to established procedures; create scripts to automate download/upload/transfer data processes; monitor datasets, capacity; coordinate archive reports.

Support, coordinate and train assigned staff; receive and respond to QSS related issues or requests from staff and other end-users; train new users; communicate with other technology staff and users regarding current and prospective system changes and future needs; serve as technical liaison with outside consultants and the applications support and network and technical services units.

Maintain assigned servers including the various County Office websites and databases; administer the storage program and assigned infrastructure; maintain servers and applications remotely at a disaster recovery site.

Administer the student information system; create and modify user accounts and security access; backup and restore databases; update and perform administrative tasks; create new fiscal year databases and perform annual rollovers; maintain the browser interface; audit logins.

Add/modify network printers; troubleshoot printing problems; delete spool files and restart printer queues as needed.

Prepare and maintain records and reports related to assignments, projects, tasks and other assigned activities; maintain system documentation and specifications.

Operate a computer and standard office equipment; drive a vehicle to various sites to conduct work.

Research, evaluate and recommend hardware/software solutions to assure effective systems operations.

Attend team and other meetings as requested.

OTHER DUTIES:

Participate in budget preparation and monitoring activities as directed.

Assist in long-term planning such as capacity and technology upgrades.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

UNIX systems; networking and relational databases.

Business and student information systems utilized by the County Office and districts.

Oral and written communication skills.

Reporting procedures, record-keeping and report generation.

Current methods; practices and procedures involving the use of computer technology and related equipment.

Interpersonal skills including tact, patience and courtesy.

ABILITY TO:

Monitor and maintain business systems availability to districts and County Office users.

Provide back-end database support to the applications support and help desk staff.

Support, coordinate and train assigned staff.

Design, develop, implement and maintain complex system applications.

Maintain current knowledge of technology.

Read, interpret and apply complex concepts from technical publications and manuals.

Prepare technical and end-user documentation.

Generate and maintain reports and related records.

Troubleshoot highly complex network problems.

Work independently with little direction.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Prepare and maintain records and reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and four years of experience in a data center including some experience in systems administration and relational database administration.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

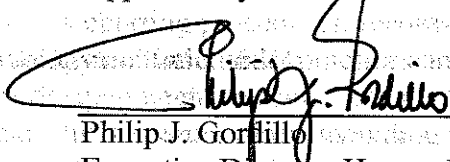
Hearing and speaking to exchange information.

Seeing to read a variety of materials.

Dexterity of hands and fingers to operate a computer keyboard.

Sitting for extended periods of time.

Approved by Personnel Commission: June 23, 2011


Philip J. Gorrillo

Executive Director, Human Resources

7/01/11
Date