VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SERVER AND NETWORK ADMINISTRATOR

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:
   Under the direction of an area administrator, works cooperatively with Information and Technology Services (ITS) personnel to configure and maintain standalone and virtual servers, virtual workstations, network attached SAN storage arrays, server based applications, and various other network systems. This includes but is not limited to planning, documentation, configuration, maintenance, deployment, updating and support of servers and their various applications, as well as other network infrastructure devices such as routers, switches, VoIP hardware, and wireless devices.

REPRESENTATIVE DUTIES:
   Depending upon assignment, duties may include, but are not limited to, the following:

   Manages the virtual and physical servers used by the district's academic and administrative users. *E*

   Work with cooperatively with other ITS personnel in the installation, programming, testing, and troubleshooting of   network applications as needed. *E*

   Install, configure, and maintain physically and network attached SAN storage arrays and their   management tools. *E*

   Develop, create, and initiate procedures for the purpose of administering user accounts, group policies,   and remote user access. *E*

   Create, delete, and modify DHCP IP reservations and DNS records. *E*

   Evaluate and test failed equipment in conjunction with vendor technical support of assigned network equipment. *E*

   Is responsible for the resolution of assigned work orders analyzing and resolving user issues related to this positions responsibilities. *E*

   Performs routine backups and recovery as needed. *E*

   Provides technical assistance to the web master, database administrator, and other application managers with planning, deployment, testing, and configuration of server systems to support various district applications. *E*

   Works with other ITS staff is the planning, design, installation, configuration, administration, monitoring and troubleshooting of network infrastructure devices. *E*

Performs adds, moves, and changes for VoIP phones and desktop computers. *E*

Evaluates and recommends new network equipment including server hardware and software. *E*

Maintains inventory records for server and network hardware. *E*

Maintains network diagrams, server and procedural documentation. *E*

Supports the user environment by answering emails, phone calls, completing work orders, submitting   work orders for faculty, staff and students; acts as an expert technical resource on network electronics   and the infrastructure's roll in the production environment. *E*

Gives backup support to the Network Managers, as well as some duties of the Database Administrator and other application staff.

Provides second level support for District Technology Services technicians, Instructional Media, and Service Desk staff.

Participates in District-provided in-service training programs.

Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.

Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Network principles, protocols, standards and various operating systems.
Microsoft Enterprise Solutions (Active Directory, Exchange, IIS, SharePoint, etc.)
Hardware and Software troubleshooting including installation, maintenance, upgrading, and troubleshooting.
Systems performance assessment and remediation.
Virtualization solutions and administration (Preferably VMware experience)
FiberChannel, iSCSI, switching and related storage technologies and administration.
Networking including Ethernet, wireless, routing, TCP/IP, and related technologies.
Backup and recovery solutions and management practices.
Determining system requirements and cost estimates for new network equipment.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.
Proper lifting techniques

ABILITY TO:
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> Effectively interact and negotiate with vendors.
> Assess and remedy system performance problems
> Troubleshoot and resolve complex hardware and software problems
> Plan, organize, implement and complete complex Systems projects.
> Work independently with little direction.
> Operate vehicle observing legal and defensive driving practices.
> Lift objects weighing up to 70 pounds.
> Prepare and follow work plans and time lines for projects and proposed systems
> Learn new skills and adapt to changes in technology
> Communicate effectively both orally and in writing.
> Work onsite and remotely as necessary to meet the demands of after-hours support and/or maintenance schedules
> Coordinate, direct and monitor technical work for one or more staff Manage complex budgets
> Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

> Any combination equivalent to: Associate's degree or two (2) years of college level course work in computer information science or related field or four (4) years related experience.

LICENSES AND OTHER REQUIREMENTS:

> Valid California driver's license.

WORKING ENVIORNMENT AND PHYSICAL DEMANDS:

> *Disclosure:*
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> The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics 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.
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> *Normal Office Environment:*
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> While performing the duties of this job the employee is regularly required to walk, stand, sit for extended periods of time; speak and hear to communicate with internal and external personnel; use hands and digits to type or handle materials; bend at the waist, kneel or crouch to work on computer equipment; and view a computer monitor for extended periods of time. The employee is occasionally required to lift, up to 70 pounds, carry, push and pull equipment. While performing the duties of this job, the noise level in the work environment is usually quiet, however there may be high noise levels when working in server rooms and closets.