

BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: SYSTEMS ANALYST

BASIC FUNCTION:

Under the direction of the Director of Information Technology and Education Support, this individual provides support to office and District personnel in solving complex server and systems problems, as well as identify priorities, assess security issues and takes appropriate corrective action; monitors and generates reports of systems performance and bandwidth utilization; evaluates, recommends, installs, and supports District servers and related software and hardware plus is responsible for all facets of the systems security, diagnosis, and resolution of hardware and software problems; ability to work independently with little supervision; writes and revises system documentation, documents security and exposures as well as any corrective actions related to work responsibilities.

REPRESENTATIVE DUTIES:

Oversee and direct the installation, configuration, and maintenance of server and related equipment to carry data, voice, and video communications.

Monitor and report server performance, utilization, and recommendations for changes in information technology systems, structures, and procedures.

Troubleshoot and resolve server and related IT systems problems to ensure user's access to District networks/systems and recommends/implements solutions.

Troubleshoot and resolve basic network problems to ensure user's access to District networks/systems and recommends/implements solutions.

Provides onsite support to administration and classrooms.

Remotely diagnose and resolve end-user software issues as it relates to the server.

Performs research to identify options for server enhancements and modifications.

Implement and audit server and host based security in accordance with District and county policies.

Participates in the review and definitions of software and hardware problems with emphasis on server security and server intrusion detection.

Install and configure systems and related equipment (servers, UPS).

Operates and controls mission critical systems and computer equipment along with auxiliary and peripheral components in accordance with standards operating procedures.

Keep abreast of new software, hardware and networking products as it pertains to the development of enterprise systems and utilization strategies.

Provide users with technical server and diagnostic support; respond to the needs and questions of users concerning their access of resources of servers on the network.

Inspect and ensure that installation of systems, servers, other work related to technology systems infrastructure is performed in accordance with District standards and specifications.

Prepare and maintain a variety of records, files and reports; maintain confidentiality of information related to students and personnel.

Ensure compliance with federal, state and local electronic codes and appropriate safety procedures.

Performs other related duties as related to job description.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Windows Server Environment and Windows Server Roles including but not limited to Active Directory, DFS, DHCP, DNS, File and Storage Services, Hyper-V, Network Policy and Access Services, Print Services, Remote Desktop Services, Web Server (IIS), Windows Deployment Services (WDS), Windows Server Update Services (WSUS).

Server management and monitoring, including but not limited to group policies and other system solutions to manage physical and virtual IT environments across datacenters, client computers, and devices.

Server virtualization technologies.

Networking environment and how it pertains to the proper operation of servers and related systems.

Telephone technique and etiquette;

Oral and written communication skills;

Correct English usage, grammar, spelling, punctuation and vocabulary;

Interpersonal skills using tact, patience and courtesy.

Financial and statistical record-keeping techniques.

Organizational skills and public relations techniques.

Methods, equipment and materials used in installation and repair of hardware and software systems, networks and the peripheral components;

Federal and State laws, along with District's policies related to information access and confidentiality.

Modern office practices, procedures and equipment.

Safety measures and precautions;

Methods, equipment and materials used in the maintenance and repair of technology equipment.

Proper methods of storing equipment, materials and supplies;

Basic purchasing procedures, terminology and inventory control and warehousing methods and procedures;

ABILITY TO:

Ability to work with a project timeline and work flow for timely completion.

Analyze complex technical problems, evaluating alternatives, and recommending effective courses of action.

Perform clean server and systems installations with proper installation techniques.

Read, analyze, interpret, apply and explain rules, regulations, policies and procedures related to position.

Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Gather, assemble, organize and prepare data from various sources.
Communicate effectively both orally and in writing.
Analyze situations accurately and adopt an effective course of action.
Work cooperatively and effectively with others or independently under time constraints.
Lift objects weighing up to 50 pounds using safe and proper methods and/or equipment. Move objects weighing over 50 pounds using safe and proper methods and/or equipment.
Operate equipment used in the repair and service of computer equipment.
Read and use mechanical diagrams.
Meet schedules and timelines.
Plan and organize work.
Train and provide work direction to others.
Work confidentially with discretion.
Add, subtract, multiply, divide and perform algebra and geometry calculations quickly and accurately.
Understand and follow oral and written directions.
Complete work with many interruptions.
Maintain records and prepare reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from a two-year college or university or at least three years of experience in enterprise server administration.

LICENSE AND OTHER REQUIREMENTS:

Microsoft Certified IT Professional (MCITP): Enterprise Administrator or equivalent with District approval required within first twenty-four months of employment and must be maintained; Network+ Certification or equivalent with District approval required within twelve months of employment and must be maintained; possession of a valid California drivers' license required.

WORKING CONDITIONS:

School site, office, and shop environments; subject to lifting, climbing, noise and exposure to fumes and chemicals; frequent travel throughout the district.

09/2011