

SECTION I: GENERAL INFORMATION

Classification Title: System Administrator-Voice	Department: Technology	Unit: Office of School Technology
Immediate Supervisor: Technology Coordinator	Grade Placement:	FLSA Status: Exempt
<p>Job Summary:</p> <p>Under the direction of the Technology Coordinator, the Systems Administrator-Voice is responsible for overseeing and coordinating the day to day operations of core communication systems and various applications. Duties include maintaining and troubleshooting phone systems both analog and server farm that services core operational systems; and for providing technical support on curriculum based applications.</p> <p>Essential duties outlined below are intended as “representative” examples of the level, nature and decision-making expected of positions assigned to this classification. The duties below are not intended to be a comprehensive listing of all duties and tasks performed by the employees assigned to this classification. A classification description, unlike job description or position description, is designed to capture the general expectations, complexity level, and nature of work of any position that may be allocated to this classification.</p>		

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responds to technical assistance and provides 1st, 2nd, 3rd, level support on a wide variety of hardware.
2. Administers and provides technical support for the district’s phone system including voice mail, faxing, analog phone lines, audio-video conferencing and unified messaging systems.
3. Serves as a technical resource to building technology support specialist. Provides assistance with desktop support issues if issues cannot be addressed at the building level.
4. Administers the storage area network (SAN). Administers storage concerns and requirements placed upon SAN by the virtual server environment. Provides space for applications that run in virtual space.
5. Coordinates and provides Directory Service Support. Maintains, modifies and updates the internal directory database.
6. Manages the keyless entry security system. Adds, moves and/or changes for staff members moving throughout the district.
7. Administers the district’s servers and server farm. Maintains physical local building servers and the virtual server environment.
8. Provides technical support and assistance to end users.
 - Creates, modifies and disables both staff and student accounts as turnover occurs.
 - Initiates web and internal directory modifications, phone changes, keyless entry cards, and email addresses of staff.
 - Manages various email distribution groups in both AD and Google.
9. Performs other duties of a comparable level or type, as required.
 - Keeps informed of current and future technology changes.
 - Attends training sessions, attends conferences and workshops.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:			
REQUIRED EDUCATION/TRAINING (choose one)		DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.) Bachelor's Degree	
less than high school diploma		Major field of study or degree emphasis: Computer Science, Information Technology, Computer Networking or closely related area.	
High school diploma or GED.			
1 year college	2 years college		
3 years college	x 4 years college		
1st year graduate level		Essential knowledge and specialized subject knowledge required to perform the essential functions of the job: <ul style="list-style-type: none"> • Knowledge Microsoft active directory, group policy, remote desktop services, Google apps, DNS, DHCP, QoS, Certificate services, file and print services. • Knowledge of computer operating systems, office productivity software (e.g. Office), security and registry settings. • Knowledge concerning the design, installation and development of voice networks. • Knowledge of VoIP platform, Mitel 3300 protocols and analog phone line operations. • Knowledge of virtual technology for server farm administration and deployment. • Knowledge of Storage Area Network technology and connection methods for linking host servers. • Knowledge of server and workstation operating systems. 	
2nd year graduate level			
Required Work Experience in Addition to Formal Education/Training: Requires a minimum of 1-3 years in network administration.			
LICENSE/ CERTIFICATION		Identify licenses/certification required: Requires a valid MN Driver's License. Certified Cisco and/or Microsoft Network Administration. A++ Certification.	
ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK		Skilled in: <ul style="list-style-type: none"> • Installing, configuring, and troubleshooting voice networking applications and technology. • Providing customer support and technical assistance. • Collaborating and working with others in a team environment. • Testing, evaluating and analyzing voice network problems and solutions. • Coordinating and implementing network installation or upgrade projects. • Researches, evaluates and consults with administrators concerning network upgrades, equipment and software needs/purchases. • Troubleshooting computer and networking components. • Preparing numerical and narrative reports. • Prioritizing and organizing a variety of responsibilities and projects. • Resolving hardware and software problems in a multi-location, multi-server and multiple platform environments. • Establishing and maintaining effective working relationships with employees, supervisors, department heads, officials, vendors, and the public. 	

- Maintaining a safe working environment.
- Communication and presentational skills to train staff, to prepare reports, and to collaborate with all levels of district staff in the planning, integration and support of technology throughout the district.

PHYSICAL JOB REQUIREMENTS: (Indicate according to essential duties/responsibilities)

Physical Activities	Amount of Time Spent				Amount of Time Spent				
	None	1/3 Less	1/3 to 2/3	Over 2/3	Lifting/Forcing Exerting	None	1/3 Less	1/3 to 2/3	Over 2/3
Stand		x			Up to 10 lbs				x
Walk		x			Up to 25 lbs		x		
Sit		x			Up to 50 lbs		x		
Use hands to finger, handle or feel				x	Up to 100 lbs		x		
Reach with hands and arms		x			Over 100 lbs.		x		
Climb or balance		x							
Stoop, kneel, crouch or crawl		x							
Talk or hear				x					
Taste or smell	x								

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities

Physical requirements associated with the position can be best summarized as follows:

Medium Work:

Exerting up to 50 pounds of force occasionally and/or up to 10 pounds of force constantly to lift, carry, push, pull or otherwise move objects in the performance of the job.

HAZARDOUS WORKING CONDITIONS

Unusual or hazardous working conditions related to performance of duties:

Work responsibilities are performed in a typical school setting. The potential for electrical shock can exist when working with electrical and electronic components but the risk of environmental and physical hazards and risks can be characterized as minimal given the training, application of safety precautions and procedures.



SECTION IV: DISTRICT MISSION AND CORE VALUES

<p>OUR MISSION</p>	<p><i>Our mission is to equip all students with the knowledge and skills to empower them to achieve their dreams and full potential while becoming responsible citizens in a dynamic world</i></p>
<p>CORE VALUES</p>	<p>We believe that:</p> <ul style="list-style-type: none"> • Trust and respect are fundamental for thriving relationships. • Our community flourishes when individuals, families and organizations collaborate. • Every person matters and has value. • Responsibility and accountability are essential for personal growth, organizational improvement and community engagement. • Commitment to high expectations is essential to help achieve full individual and collective potential.
<p>MISSION OUTCOMES</p>	<p>By 2020, all students will...</p> <ul style="list-style-type: none"> • Develop a personalized education path they can articulate and use to progress toward their evolving dreams. • Identify and choose positive ways they can take active ownership in their community while recognizing its diversity.
<p>STRATEGIES</p>	<p>We will...</p> <ul style="list-style-type: none"> • Ensure that every employee understands, supports and promotes our core values and mission. • Build trust and facilitate engagement with all ISD 15 stakeholders. • Align and support all educational programs and services to achieve our mission and mission outcomes.
<p>STRATEGIC DELIMITERS</p>	<p>We will NOT...</p> <ul style="list-style-type: none"> • Continue or adopt any program or service unless it is aligned with and advances the mission and is accompanied by the necessary human and financial resources • Make decisions without the use of relevant data provided by the appropriate personnel. • Allow past experiences to interfere with the consideration of new ideas.

SECTION V: CLASSIFICATION HISTORY AND APPROVAL

<p>This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.</p>	
<p>_____</p> <p>Department Head's Signature</p>	<p>_____</p> <p>Date</p>
<p>Classification History: Created classification description 6/2016 BCC</p>	

