NEWPORT NEWS ★★★ PUBLIC SCHOOLS

Job Description

Job Title: Systems Administrator II

Position Code: OE25
Job Classification: Exempt

Supervisor: Supervisor of Information System Services
Pay Grade: 37
Contract Length: 245 Days

Job Summary

Under the direction of the Supervisor of Information System Services, performs routine to complex work. Work involves system administration of Microsoft Windows and Apple Server Operating Systems, VMware ESX systems, and Dell Compellent Storage Attached Network systems; network file and print services, server hardware and software support, server and client patch management; managing Active Directory systems, Group Policy, DNS, DHCP, SharePoint services, Systems Center and system backups; monitoring and inventory of assigned systems. Work requires highly professional customer service to staff and students; assisting staff with resolving issues in functional and enterprise applications. The work is dispatched from the help desk.

Essential Duties

1. Installs, configures, monitors, and troubleshoots physical and virtual server platforms; monitors system and performance logs; ensures operating and system/application data is backed up and recoverable.
2. Installs, configures, monitors and troubleshoots the upgrades of hardware and software on managed servers and attached peripheral equipment to include evaluation and testing of operating and application system patches.
3. Configures, monitors, and maintains virtual servers and applications in a VMware ESX environment.
4. Installs, configures, monitors, and maintains specialized application systems
5. Installs, configures, monitors, and maintains multiple mobile computing devices.
6. Responsible for documenting the configuration of assigned systems and applications.
7. Provides support to site-managed technical staff regarding system administration and usage of site assigned servers.
8. Assists with the development and testing of computer images and software packages for deployment to client computers.
9. Responds to emergency work requests; troubleshoots system failures and errors; diagnoses, isolates, and resolves system related problems ensuring timely results and minimal disruption of operations.
10. Skilled in the use of tools and equipment employed in testing and repairing of assigned systems.
11. Interacts with other departmental team members to troubleshoot and resolve system-level problems.
12. Responds to questions and needs of end-users concerning assigned systems.
13. Updates system documentation to record installations, upgrades, configurations, etc.
14. Utilizes appropriate safety equipment in the performance of duties.
15. Tracks all work performed in the help desk work order system.
16. Travels to and from schools/work sites in the performance of duties.
17. May assist in training others.
18. Conforms to all departmental procedures and policies.
19. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Performs any other related duties as assigned by the Supervisor of Information System Services or other appropriate administrator.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable

accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)
- Must possess an Associate's degree in computer science or a related field and 5 years of experience in Microsoft server operating and application systems to include network support experience; or any equivalent combination of education and experience to include industry certifications that provide the noted knowledge, skills, and abilities to perform the essential duties.
- Must possess significant knowledge in implementing and maintaining Windows Server 2008R2/2012, Windows Client 7/8, Active Directory Services, Group Policies, TCP/IP networking, DHCP and DNS, and Apple iOS and Server OS in an enterprise network.
- Experience with Exchange Server, IIS Server, SQL Server, SharePoint Services, CA BrightStor ARCserve Backup, KACE Client Management Server, and PHAROS Enterprise Printer Manager, and scripting languages such as PERL, VBScript, and PowerShell is preferred.
- Must possess the ability to write system documentation, system specifications/requirements and in developing project plans, presentations, correspondence, studies, reports, and training materials.
- Must possess strong troubleshooting skills and the ability to diagnose/resolve system problems.
- Must possess strong skills in the use of the instruments and tools of the trade.
- Must possess the ability to interpret and apply complex technical manuals, reference materials in support of assigned systems and explain technical concepts to both technical and non-technical staff.
- Must possess the ability to prioritize tasks in order of importance; work independently and as a team member; and establish and maintain effective working relationships with departmental peers, specialist, and all customers served.
- Must possess a valid driver's license with a good driving record.

Working Conditions & Physical Requirements
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. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Duties are performed in the central office and at schools. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions, dust and pollen, regular automobile traffic conditions while driving to/from work sites, electrical shock and toxic/caustic chemicals.

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle or feel; and talk and hear. The employee is occasionally required to drive; stand; walk; climb; balance; bend; stoop; kneel; twist/turn; push/pull up to fifty (50) pounds; lift/move up to twenty (20) pounds for at least 35 feet. Specific vision abilities required by this job include color vision, close vision, distance vision, night/dusk vision and peripheral vision.

Work Environment
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. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: None
Supervision Received: Supervisor of Information System Services

This job description in no way states or implies that these are the only duties to be performed by this employee. The Systems Administrator II will be required to follow any other instructions and to perform any other related

duties as assigned by the Supervisor of Information System Services or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

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Supervisor   Date

I acknowledge that I have received and read this job description.

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Employee Name (Print)   Signature   Date

Revised 08/2025