Systems Administration Manager

Position Details

Class Code: 1566
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: Pay Grade 64 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary

Under general direction, responsible for the successful daily service delivery of enterprise server, storage, backup/recovery, operational systems/processes, project management, and technical leadership to ensure the needs of school and department customers are fulfilled.

Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Coordinates with application, database, educational, and business owners, and professional staff to review needs, formulate requirements, and prepare feasibility studies, evaluations, and project plans; implements and ensures predictable, reliable service delivery of enterprise server, storage, backup/recovery, and operational systems/processes.
2. Plans, schedules, supervises, reviews, coaches, and leads assigned staff.
3. Ensures accountability and evaluation of assigned staff in customer service, systems availability, sustainability and recovery, security, processes/procedures, technical assistance, and change/quality control.
4. Provides input into goals, objectives, and budget development for the department.
5. Maintains the department's position as the Clark County School District (CCSD)'s centralized enterprise information systems provider.

6. Coordinates with appropriate technical, functional, and support teams to ensure systems are properly configured and operating according to established procedures, desired availability, and generally accepted Information Technology (IT) industry practices.
7. Documents and maintains system landscapes, internetworking diagrams, equipment locations, naming conventions, system ownership, and other necessary details.
8. Ensures that the Systems Administration Team recommends, designs, implements, and sustains specifications for strategic systems that provide high availability, business continuity, and disaster recovery capabilities.
9. Ensures that the Systems Administration Team recommends, designs, implements, and sustains multi-faceted security frameworks, utilizing technologies such as firewalls, operating system hardening, antivirus, patch management, encryption, privileged role isolation, proactive auditing, etc.
10. Ensures regular audits of systems using vendor provided, third party, and internally developed tools.
11. Monitors systems to determine their availability, reliability, efficiency, security, and utilization.
12. Establishes priorities and work schedules; meets with staff, user departments, and leadership to give periodic updates of projects and schedules.
13. Schedules and facilitates preventive maintenance activities for enterprise server, storage, and backup/recovery systems; reviews problems encountered by operations staff and customers; analyzes efficiency of current systems/procedures and schedules modifications.
14. Utilizes CCSD project planning and management tools to develop project plans for approval, report and update project statuses, and review work in progress to assure conformance to plans and standards.
15. Conforms to safety standards, as prescribed.
16. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves technical leadership and coaching, customer service, and project management in ensuring availability of enterprise server, storage, and backup/recovery systems; supervises day-to-day activities of team members.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of team development principles/practices, including employee supervision, work planning, organization, motivation, performance evaluation, professional development, coaching, and progressive discipline.
2. Knowledge of and ability to apply project management principles/practices.
3. Knowledge of and ability to apply principles, practices, and methods of systems architecture/design (server, storage, network, backup, recovery, archive, etc.), maintenance, availability, and adaptability for changing educational and business needs.
4. Knowledge of systems, applications, operating systems, and database platforms within the CCSD environment.
5. Knowledge of principles, practices, and methods used in enterprise systems strategy, enterprise information management, system governance, business continuity, and disaster recovery.
6. Ability to manage multiple projects, coordinate resources, and meet predetermined deadlines.
7. Ability to supervise, develop, motivate, coach, and evaluate assigned staff.
8. Ability to apply established Information Technology (IT) industry practices in a variety of workplace circumstances.
9. Ability to contribute to enterprise system strategies and governance processes.
10. Ability to prepare clear, accurate, and concise reports, documentation, user instructions, correspondence, and other written materials; maintains organized and accurate records.
11. Ability to develop, prepare, and make presentations to various audiences.
12. Ability to exercise independent judgment within established procedural guidelines.
13. Contributes to the unit's efficiency and effectiveness in serving customers, coworkers, and the CCSD by actively directing, participating, and providing input in team efforts.
14. Ability to develop and maintain effective working relationships with CCSD staff, vendors, and other agencies.
15. Ability to maintain knowledge of current and emerging technology and its potential application in the CCSD's environment.
16. Ability to work flexible hours/shifts.
17. Ability to be on-call for after-hours support.
18. Ability to recognize and report hazards and apply safe work methods.

19. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (General Education Development (GED), foreign equivalency, etc.); plus, ten (10) years of recent progressively responsible work experience delivering and maintaining highly-available enterprise server, storage, application, and backup/recovery environments, and related technologies/services; or,
Associate's degree with a major area of study in Information Technology (IT)-related areas (Management Information Systems (MIS), Computer Systems Engineering, Computer Science, etc.); plus, eight (8) years of recent progressively responsible work experience as described above; or,
Bachelor's degree in a related field (Management Information Systems (MIS), Computer Systems Engineering, Computer Science, etc.), plus; six (6) years of recent progressively responsible work experience as described above.
2. Four (4) years of supervisory experience in an Information Technology (IT) organization.

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at the time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.
3. Safe driving record. Safe driving record must be maintained for the duration of the assignment.

Preferred Qualifications

Industry certification in the areas of system administration technologies, information technology, project management, or IT leadership and management.

Document(s) Required at Time of Application

1. High school transcript or other equivalent (GED, foreign equivalency, etc.).
2. College transcript(s) from an accredited college, university, or trade school, if applicable.
3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
4. Copy of current driving history (dated within six (6) months from the date printed) issued by the DMV.
5. Safe driving record.
6. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

Central Information Services Department, and travel to and from schools and other CCSD office settings.

Work Environment

Strength
Sedentary/medium – exert force up to 25-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand
Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, climbing, crouching, reaching, reaching, handling, and repetitive fine motor activities. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near and far acuity, and color vision. Vision to read printed and online materials, Video Display Terminal (VDT) screens, or other monitoring devices.

Environmental Conditions
Climate-controlled office setting to work outdoors with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Computers, printers, modems, telephones, fax machines, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information
- Revised: 05/08/24
- Created: 05/13/15