



CLASSIFIED
Job Classification Description
Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT
PERSONNEL COMMISSION
APPROVED MOTION NO. 45-2021/22
DOCUMENT NO. 16-2021/22
DATED 05/18/2022

SERVER SUPPORT SPECIALIST

DEPARTMENT/SITE: Information and
Technology Support

REPORTS TO: Director of Information and
Technology Support

SALARY SCHEDULE: Classified Bargaining Unit

SALARY RANGE: 40

WORK YEAR: 12 Months (261 Days)

FLSA: Non-Exempt

PURPOSE STATEMENT:

Under the general direction of the Director of Information and Technology Support and the day-to-day work in coordination with the Server Administrator, the Server Support Specialist configures, installs, maintains, and repairs onsite, offsite, and cloud subsystems and servers; assists in overseeing the district datacenter operation and environment; provides information, direction, and/or recommendations regarding server installations and configurations; resolves server operational issues; and providing technical support to district and site staff. The incumbent in this classification provides the school community with robust and reliable server and cloud infrastructure, which directly supports student learning and achievement.

DISTINGUISHING CHARACTERISTICS

This is the first level in the Server Series. The Server Support Specialist provides professional technical services and intermediate diagnostic response for a variety of technology-based systems that support students, teachers, and District personnel. Day-to-day work assignments, priorities, and coordination are typically provided by the Server Administrator.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

- Administers systems and servers related to district services hosted onsite, offsite, or in the cloud (e.g., AWS, Google Cloud Computing Services, Microsoft Azure, email systems, accounts, print queue, workstation ID, IP assignments, operating system installation, end user software management), ensuring availability of services to authorized users.
- Assists in evaluating solutions to District server and technology infrastructure current and future needs as proposed by various vendors and outside experts.
- Assists with the implementation of network equipment as needed, both virtually and physically.
- Assists Network Administration staff as directed to install, configure, and maintain network services and equipment (e.g., switches, routers, network servers) relating to server infrastructure and meeting network systems requirements.
- Collaborates with a variety of internal and external parties (e.g., district personnel, programmers, analysts, database administrators, end users) to provide and/or receive information and ensure project success.
- Configures onsite and offsite/cloud systems (e.g., servers, PaaS-Platform as a Service, IaaS-Infrastructure as a Service, SaaS-Software as a Service) ensuring efficient server operations.
- Creates, follows, and maintains, written and verbal procedures; prepares written technical documentation, training material, standards, reports, and other documents as assigned; prepares and reviews reports for

accuracy and completeness.

- Installs servers, operating systems, and main applications (e.g., service packs, application software, operating software, hardware upgrades) for maintaining and improving the District's technology infrastructure.
- Maintains workstation and server functionality (e.g., installs patches and/or upgrades, supports Activity Directory) to ensure availability of desktop and server functionality for all users.
- Monitors a variety of computer systems and functions (e.g., hypervisor health, storage capacity, compute needs, server hardware status and health, server power utilization & UPS health, web interfaces) for the purpose of ensuring that District computer systems are secure and resources are utilized effectively.
- Monitors district datacenter disaster recovery equipment and environmental controls (e.g., backup generator, datacenter HVAC, UPS equipment, chemical fire suppression) and collaborates with district personnel responsible for maintenance of these systems to mitigate disaster to the greatest extent possible.
- Participates in meetings, workshops and/or trainings convey and/or gather information required to perform server support and related job functions.
- Research and learn about new and emerging technologies as they relate to the job duties of this position.
- Responds to help desk inquiries as required.
- Serves as a technical resource to department and district staff for the purpose of providing information and/or advice regarding active or planned projects.
- Trains and provides clear direction and guidance to staff and users as required regarding assigned programs in support of professional learning; travels to user sites as necessary to meet the needs of students and staff.
- Troubleshoots malfunctions of server hardware and software applications within the District's local/wide area networks and cloud infrastructure (e.g., servers, network connections) to restore services and identify/resolve operational issues.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE, SKILLS, AND ABILITIES

(At time of application)

Knowledge of:

- Configuration, management, and maintenance of network switching and routing equipment
- Monitoring and management systems typically found in server center operations
- Server hardware, operating systems, software, backup, and recovery (including Microsoft Windows Server, Unix, or Linux)
- Networking concepts, practices and troubleshooting such as firewalls, DNS, DHCP, Host Names, File and Print Services
- Methods and processes of statistical analysis and data reporting
- Interpersonal skills using tact, patience, and courtesy
- Correct English usage, grammar, spelling, punctuation, and vocabulary

Skills and Abilities to:

- Analyze and resolve complex technical problems related to server equipment and systems
- Troubleshoot and repair server-related hardware, software, and operating systems
- Operate various server hardware and software
- Assist with the installation and maintenance of server hardware, software, and operating systems and components
- Work in a virtualized environment and manage computers remotely
- Understand scripting languages such as PowerShell; proficiency is a plus
- Understand and work with systems management technologies such as but not limited to, Microsoft Endpoint Configuration Manager (previously System Center Configuration Manager)

- Understand and work with Apple systems management technologies such as JAMF
- Understand and work with mobile device management technologies
- Under and work with Virtualization technologies such as but not limited to VMware vSphere, Microsoft Hyper-V; knowledge/experience with virtual desktop environment such as VMware Horizon is a plus
- Install and maintain server hardware, software, and operating systems and components
- Create complex scripts
- Work in a virtualized environment and manage computers remotely
- Run and schedule application tasks
- Prepare and present various comprehensive technical materials
- Use operating systems, spreadsheets, word processing and presentation apps to prepare reports, training materials, and other documents related to assigned duties
- Establish and maintain cooperative and effective working relationships with a diverse range of people
- Work independently with little direction
- Plan, prioritize and schedule work to adhere to timelines and to meet deadlines
- Respond to support requests and unexpected needs after hours and on weekends
- Communicate, understand, and follow oral and written directions effectively
- Research and learn new or updated computer systems/software program and apply them to current work
- Communicate using patience and courtesy in a manner that reflects positively on the organization
- Actively participate in meeting District goals and outcomes
- Apply integrity and trust in all situations
- Learn District organization, operations, policies, protocols, procedures, objectives, and goals

RESPONSIBILITY:

Responsibilities include working under limited supervision following standardized practices and or methods. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

JOB QUALIFICATIONS / REQUIREMENTS:

(At time of application and in addition to the Knowledge, Skills, and Abilities listed above.)

EDUCATION REQUIRED:

High school diploma. Associate's degree in computer science preferred.

EXPERIENCE REQUIRED:

Three (03) years of experience in providing technical support to computer users in a network environment and in the maintenance, operation, and repair of computer systems, servers, networks, and software, at least two of which must have included responsibility as the primary technical support for server systems. Course work in computer science, computer engineering, or a closely related field may be substituted for up to one (01) year of the required experience on the basis of 30 semester/45 quarter units for one year of experience.

LICENSE(S) REQUIRED:

- Valid, current California Driver's License to drive personal vehicle to various district sites to provide tech services and to attend training, seminars, and conferences both within and outside the district.

CERTIFICATIONS AND TESTING REQUIRED:

- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
 - Criminal Justice and FBI Fingerprint Clearance
 - Negative TB test result plus periodic post-employment retest as required (currently every four years)
 - Pre-employment Physical Exam A through District's provider

WORK ENVIRONMENT / PHYSICAL DEMANDS:

(Must be performed with or without reasonable accommodations)

- Work is primarily indoors in a technical environment under minimal temperature variations and occasionally requires sitting and standing for extended periods
- Lift and move computer equipment and other devices weighing up to 50 pounds
- Reaching overhead, above the shoulders and horizontally
- Kneeling, bending at the waist, sitting, squatting, crawling, stretching and reaching overhead, above the shoulders and horizontally to repair equipment, check wiring, retrieve and store equipment, files, and supplies
- Dexterity of hands and fingers to hold and operate repair tools and parts, use a computer keyboard to enter data, operate other office equipment, and maintain paper files and documents
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen and work on equipment, small parts, and color-coded wires
- Frequent operation of a personal vehicle, and occasionally a District vehicle, to travel within and outside the district for meetings, training sessions and assisting staff at school sites
- Exposure to intermittent noise and interruptions typical of a school environment and computer server rooms
- Potential for contact with blood-borne pathogens and communicable diseases