IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ENTERPRISE SYSTEMS SPECIALIST

BASIC FUNCTION:

The Enterprise Systems Specialist is responsible for: the daily operation, maintenance and upkeep of the Data Center and District Enterprise Systems; implementing security procedures, and managing back-up routines and disaster recovery plans; acting as project manager to develop and implement project plans for enhancing current technology as well as utilizing new technology; developing, scheduling, and conducting maintenance and support programs for enterprise systems; and supporting and enforcing standards and policies for District technology systems and applications.

REPRESENTATIVE DUTIES:

Install, configure, and maintain server hardware and related systems. Configure server operating systems and standard server applications to current district standards.   Install additional applications as needed. Perform database system installation, upgrades and security updates. Provision server resources for database location.   Establish and maintain database access security. Coordinate vendor installations, repairs, and maintenance of district enterprise systems.

Monitor and maintain health of district enterprise systems. Troubleshoot server and application issues and perform repairs as needed. Use available tools to monitor and analyze current systems status and determine appropriate action. Monitor and maintain health of databases as well as tuning database software to ensure optimal performance. Troubleshoot performance and data integrity issues. Establish standards and procedures for system and database deployment, upgrades, and maintenance.

Establish standards, plan, design, and implement enterprise and local storage infrastructure. Administer and monitor installed storage systems and central backup infrastructure. Perform necessary storage infrastructure maintenance and data migration as required. Perform everyday tasks relating to server data backups and archival processes and requests for data restores. Develop and implement disaster recovery plan for major district enterprise systems.

Provide administration and support of applications including, but not limited to, communication, server and desktop virtualization, and district enterprise applications. Administer and maintain access level support and permissions for end users. Assist with wired and wireless networking issues, to include switch management and infrastructure support.

Provide user support and customer service. Follow standard Help Desk operating procedures; accurately log all Help Desk contacts using call logging system; document resolutions for future reference. Coordinate and schedule training on server related systems. Write training documentation to be used on current standard server related technologies used within the district. Prepare training facility and materials and conduct scheduled and ad hoc server related training

to users. Create and maintain documentation including procedures, policies, and reference materials.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Various server operating systems and their installation, maintenance, and management.
Server hardware and software architecture.
Virtualization models and Storage Area Network (SAN) implementation and management.
Networking technologies and systems.
Advanced monitoring and management techniques.
Computer hardware systems, peripheral equipment, software applications and languages utilized by the District.
Materials, methods and tools used in the installation, operation and repair of computer systems and applications.
Technical aspects of computer training and support.
Basic record-keeping and report preparation techniques.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Modern office practices, procedures and equipment.
Proper lifting techniques.

ABILITY TO:
Act as primary point of contact for all Enterprise System activities, scheduling or task assignment.
Develop and maintain Hotline schedules and procedures for the Help Desk function.
Serve as a technical resource to District personnel.
Install, maintain and manage LAN equipment, servers and workstations.
Install, troubleshoot and perform repairs on equipment as appropriate.
Assist personnel with setting up and maintaining server applications.
Provide training to personnel in operating enterprise systems and related applications.
Learn District organization, operations, policies and objectives.
Learn policies and objectives of assigned program and activities.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Maintain records and prepare reports.
Understand and follow oral and written instructions.
Meet schedules and timelines.
Maintain current knowledge of technological advances in the field.
Maintain consistent, punctual and regular attendance.
Move hands and fingers to operate a computer keyboard.
Hear and speak to exchange information.
See to view computer monitor and read a variety of materials.
Sit for extended periods of time.

Bend at the waist, kneel and crouch to perform repairs.
Use proper lifting methods.

EDUCATION AND EXPERIENCE REQUIRED:

Bachelor's degree from four-year college or university; degree in computer science, business administration or closely related field preferred;

and

3 years performing the essential duties and responsibilities of an Enterprise Systems Specialist and/or related training;

or

Equivalent combination of education and experience.

LICENSES AND OTHER REQUIREMENTS:

Valid driver's license.

WORKING CONDITIONS:

Incumbents regularly sit for long periods of time, walk short distances on a regular basis, occasionally travel to other offices or locations to attend meetings or pick up and/or deliver materials, use hands and fingers to operate an electronic keyboard or other office machines, speak clearly and distinctly with others; see to read fine print and operate computer; hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 40 pounds.