



## POSITION DESCRIPTION

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**TITLE: SYSTEMS ADMINISTRATOR AND SENIOR SYSTEMS ADMINISTRATOR**

**REPORTS TO:** Information Technology Supervisor

**GRADE:** 11, 12

**FLSA:** Exempt

**CONFIDENTIAL:** Yes

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### SUPERVISORY RESPONSIBILITIES

**DIRECT:** None

**INDIRECT:** None\*

\* *Senior Systems Administrator provides technical guidance to the Systems Administrator.*

\* *Systems Administrator and Senior Systems Administrator provide technical guidance to other IT Department staff.*

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### MINIMUM QUALIFICATION REQUIREMENTS

Unless required by law, experience and education may be substituted for each other upon approval by the General Manager or their designee.

**EDUCATION:** High School diploma or equivalent required. Associate's degree with an emphasis in computer science, information technology or related field, and Microsoft Certified Solutions Associate (MCSA) certification are desirable. Valid California driver's license and proof of insurability are required.

#### EXPERIENCE:

**Systems Administrator:** Minimum of three years of experience administering, monitoring, and troubleshooting hardware, software, and network infrastructure. Must have detailed knowledge of and experience working with current Microsoft server and client operating systems; Microsoft Exchange Server; software applications such as Microsoft Office, Adobe Acrobat Professional; TCP/IP and network infrastructure, and cybersecurity. Strong administrative, organizational, and communication skills are essential. Must have the ability to learn new systems quickly and effectively. Experience with Asset Management systems and Linux administration are desirable.

**Senior Systems Administrator:** Minimum of five years of experience in a lead capacity administering, monitoring, and troubleshooting hardware, software, and network infrastructure. Must have detailed knowledge of and experience working with current Microsoft server and client operating systems; Microsoft Exchange Server; software applications such as Microsoft Office, Adobe Acrobat Professional; TCP/IP and network infrastructure, network security appliances, and cyber security. Strong leadership, administrative, organizational, and communication skills are essential. Must have the ability to learn new systems quickly and effectively. Experience with Asset Management systems and Linux administration are desirable.

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## CONTACT RESPONSIBILITY

**INTERNAL:** Interaction with Supervisor to receive specific work direction and review results; District employees to support and resolve hardware, software, or networking issues.

**EXTERNAL:** Interaction with contractors, vendors, government agencies and officials to discuss, advise and resolve information systems issues.

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## PHYSICAL REQUIREMENTS

Good hearing, eyesight and speech; excellent ability to communicate both verbally and in writing; ability to effectively operate and utilize a personal computer and peripherals; able to tolerate periods of continuous sitting; able to tolerate extended exposure to a computer screen; may on an infrequent basis assist with lifting up to 50 pounds.

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## ENVIRONMENTAL CONDITIONS

Work is primarily performed within an enclosed office setting with lighting and ventilation. Subject to conversational noise from other personnel within the facility, along with standard background noise found in an office environment. Subject to long periods of sitting and exposure to computer screen. When performing work outside the facility, subject to variable weather conditions and possible exposure to heavy equipment, dust, fumes, odor and noise. Appropriate personal safety equipment is provided.

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## DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS

This at will position provides support to ensure that the District's computers, servers, and network systems operate efficiently with minimum downtime. Supports and maintains District computer and network security, policies and procedures. Able to organize and manage competing priorities; effectively manage District resources; constructively deal with conflict and afford effective resolutions; professionally represent the District; effectively perform within a team environment; and support of the District Strategic Plan and Mission Statement by acting as a positive role model are essential. A working knowledge and understanding of District safety rules and regulations, as well as active participation in the District's safety programs is necessary. Reliable, stable attendance is required. May work flexible hours including evenings and weekends as required.

The following tasks are typical for this classification. Incumbents may not regularly perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business or staffing needs and changing business practices as defined by the General Manager.

<b>% TIME</b>	<b>TASKS</b>	
<b><u>LEVEL</u></b>	<b>ADMIN</b>	<b>SENIOR</b>
<b>20%</b>	<b>10%</b>	Administers, monitors, and troubleshoots the District's hardware, software, and network infrastructure; identifies and takes appropriate courses of action to resolve issues and maintain efficient operation.
<b>15%</b>	<b>15%</b>	Monitors vendor and third-party security reports/lists in order to assist IT staff in proactively applying security patches. Stays abreast with current developments and regulation changes in the automation controls, information systems technologies, cybersecurity, and water utility industries to provide updates and integrate new methods and tools as appropriate. Monitors and analyzes

cybersecurity incident-related data and determines the appropriate response. Stays abreast of industry best practices in risk management techniques and cybersecurity; integrates new methods and tools as appropriate.

<b>10%</b>	<b>20%</b>	Provides executive level support, guidance, and training. Plans, leads, and coordinates with lower level IT staff to perform essential IT related duties. Provides a leadership role in the development and maintenance in the District's network security policies and practices. Assists in defining global security policies, standards, guidelines and procedures to ensure ongoing maintenance of security. Assists with conducting disaster and recovery analysis, planning, implementation, testing and administration for systems.
<b>15%</b>	<b>10%</b>	Provides technical assistance and support to end-users for issues related to computers, software and peripherals; instructs end-users on system operation, application usage and technique, and computing safety as needed.
<b>15%</b>	<b>25%</b>	Researches and recommends IT related products and services. Assists with and contributes to development of the District's long-range technology and cybersecurity planning efforts. Participates in developing the department's annual budget. Places orders for computers, software and related equipment once approved. Places orders for routine supplies as needed. Works with outside vendors to coordinate maintenance, purchasing, and other IT related services as required.
<b>5%</b>	<b>5%</b>	Schedules and completes work to move, connect, change, install, back-up, repair, test, or remove equipment such as personal computers, servers, network hardware, and cabling.
<b>10%</b>	<b>5%</b>	Assists with administration of the telephone system. Additional tasks will be performed as needed and as other duties allow. These tasks include, but are not limited to: installation and upgrades to software, hardware, security utilities and operating systems; printer configuration and maintenance; user account administration; helpdesk support, and audio visual equipment configuration and maintenance.

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#### **DETAILED DUTIES AND RESPONSIBILITIES – NON-ESSENTIAL FUNCTIONS**

<b>10%</b>	<b>10%</b>	Performs all related duties as assigned.
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