

INFORMATION TECHNOLOGY ADMINISTRATOR

DEFINITION

To perform professional duties related to the analysis, development, maintenance and administration of technology systems to meet business needs; to analyze, design, install, monitor and administer operating systems, utilities, and related software and systems including physical databases related to area of assignment; to consult with customers to identify and analyze business functions that can be improved by the implementation of new technology solutions; and to perform professional maintenance and customer support duties.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level professional Information Technology (IT) Administrator class. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from a higher level supervisor/manager.

May exercise technical and functional supervision over technical staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Determine requirements, design, build, test, implement, maintain and enhance technology and business systems related to area of assignment.

Develop and implement plans for fully integrated systems, including operating systems, network systems, database systems, and applications.

Plan and implement system security updates, modifications and upgrades to system configurations to improve utilization based on analysis of application and production requirements.

Configure monitor and test backup and disaster recovery systems for use in the event of a system failure. Maintain data integrity and security for all systems in area of assignment.

Determine system compatibility and performance, and impact of integration with new systems or upgrades.

Research available solutions and procure technology related equipment or services; research specifications and costs; research and prepare technical and administrative reports.

Develop and implement comprehensive test plans to ensure that systems and programs are tested and debugged.

Determine proper installation parameters for software and hardware, for smooth integration, transition and efficiency.

Analyze, detect, identify and correct technical problems and deficiencies.

For applications in area of assignment, meet with users regarding requests for new processes or modifications; modify, test, and deploy subroutines; update process flowcharts; set up and configure modules; determine and establish security protocols.

Monitor and collect data on system performance, make recommendations for upgrades or improvements based on data collected.

Plan, develop and implement security, backup and recovery procedures.

Develop computer programs or databases using computer based languages, as appropriate; perform other programming functions, modifications and report writing as assigned.

Oversee vendors and/or contract staff during the design, development, and implementation of assigned information technology projects; act as liaison between vendors, technical support staff, and multiple City departments.

Integrate complex systems for interoperability over various platforms and technologies.

Answer questions, respond to end-user requests in a timely manner; and provide information, assistance and training to personnel and departments on technology-related issues.

Keep abreast of technology advancements; develop and present training to staff on relevant technology related information, new equipment, program upgrades and other upcoming changes.

Prepare and maintain documentation and instructions; maintain and update manuals, codebooks, templates, web pages and related documents; and, follow recommended protocols and procedures.

Plan and maintain project schedules and work requests; monitor, coordinate and report project status and problems.

Function as project leader on technology implementation teams related to area of assignment; provide expertise in area of assignment.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of technology systems and design related to area of assignment.

Internal operating system technology, computer operations and hardware, and network communications theory.

Principles and techniques of software and systems quality assurance and control.

Principles and practices of producing effective project and technical documentation.

Principles and practices of good team building and team leadership.

Network operating system and network architecture, configuration, and protocols.

Client server technologies.

Database design, structure development, features, operations, programming, and data access principles.

Principles and practices of project management and work flow analysis.

Techniques and methods of training users and oral presentation.

Ability to:

Research, design, test and implement technology systems related to area of assignment.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use

telephone and write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.

Analyze problems related to area of assignment; identify and locate the source of the problem; diagnosis problem and develop logical, reliable solutions; and design and initiate corrective actions.

Write procedures and documentation for problems, solutions and standards.

Track service requests and trouble reports, and ensure problems are resolved.

Communicate technical issues to individuals with varying degrees of information technology knowledge.

Organize and manage multiple priorities and perform a variety of work assignments.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Provide on-call service, as assigned, during off hours, evenings, weekends and holidays.

Utilize appropriate safety procedures and practices for assigned duties.

Use operating system languages as defined by the area of assignment and perform systems level programming in a distributed, networked environment.

Evaluate existing and proposed systems and recommend upgrades and/or modifications.

Coordinate meetings effectively and facilitate outcomes.

Assist in the development and monitoring of an assigned program or project budget; project, track and reconcile expenses.

Work independently and propose solutions to technical problems of the most complex nature.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of responsible professional information technology systems experience.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in computer science, information technology or a related field.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

Possession of credentials in one of the following areas: Microsoft Certified Solutions Associate (MCSA), Microsoft Certified Solutions Expert (MCSE) or Cisco Certified Network Associate (CCNA) or equivalent.

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FLSA: NON-EXEMPT