

INFORMATION TECHNOLOGY ADMINISTRATOR

JOB SUMMARY

Information Technology Administrator is an exempt professional class. Under general supervision of the Human Resources Manager, performs the full range and most complex information technology and networking duties including: long-term information systems planning and implementation; developing long range capital planning and recommending the IT capital purchases budget; ensuring data integrity and security; maintaining communications networks; serving as the network administrator and maintaining the District's Web resources. This position requires the use of independent judgment and initiative, particularly in the event of emergency situations, where critical systems must be quickly brought back online. Performs related duties as assigned.

EXAMPLES OF DUTIES

(Duties include but are not limited to the following):

- Oversees the Information Systems division, including timing of purchases of hardware and software to meet District requirements and needs in a cost effective and efficient manner within budget parameters.
- Assists department manger with design, development, implementation and periodic review of written network infrastructure, security, and computer policies, procedures, and goals; oversees and directs the development and implementation of new information systems and master plans; identifies opportunities for systems and process improvements; studies existing and proposed information systems; designs and analyzes the feasibility of alternative system approaches; recommends and implements approved changes.
- Assists in the development of the information technology budget, including capital and operational planning; monitors related expenditures for budgetary compliance.
- Identifies long-term information systems requirements, makes recommendations and performs installation of a variety of equipment, software, upgrades and modify existing systems in accordance with procedural guidelines.
- Works with staff and third party contractors to develop, implement and maintain data and telecommunications systems, and internal and external web-based communications, ensuring the design and implementation provides adequate capacity and flexibility for the District's daily operations and emergency situations.
- Supports network administration functions for the District's LAN/WAN, including the maintenance of network functionality and the installation, upgrade, configuration, integration and troubleshooting of network control and management system software and network devices.
- Develops and maintains an effective and accurate inventory control system of all current and future hardware, software, and peripheral systems to document each purchase, upgrade, modification, or maintenance work performed.
- Installs, supports, and ensures information technology security for the District; ensures e-mail and Internet access are secure and free from viruses and malicious programs or threats.
- Ensures schedules for and performs system tape back-ups and restores as necessary.
- Proactively monitors, troubleshoots, and diagnoses hardware, software, and network problems, identifies cost effective alternatives and recommends an appropriate course of action.

- Plans, coordinates and oversees completion of the work of outside contractors, consultants and vendors to ensure contract requirements and project plans are met; coordinates and oversees the work of programmers performing applications development, installation and/or maintenance projects; participates in the installation and testing of program enhancements and software packages.
- Monitors trends and developments in computing, networking and multi-platform communication technologies; evaluates new operating system and/or network software, hardware, methods and techniques to improve systems/network reliability and performance; plans and coordinates migration to new technologies.
- Identifies, develops, and implements new information systems to include the purchasing process for hardware, software, peripherals, and supplies.
- Proactively plans, schedules and completes work to move, connect, change, install, repair, test or remove equipment such as personal computers, modems, cables and wires in a timely manner; modifies equipment in accordance with approved user requests.
- Reports equipment or systems in need of repair, replacement, or upgrade by external vendors or consultants, identifies cost effective alternatives and recommends an appropriate course of action.
- Provides technical assistance and support to users and demonstrates system operations or techniques as needed. Coordinates or provides training for users of new technology, hardware, or software.
- Responds to emergencies.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Advanced IBM-type personal computer hardware, operating systems and peripherals.
- Principles, practices and protocols used in the administration of Local Area Networks (LAN), Wide Area Networks (WANS), and other information systems.
- Telephone and data system development and maintenance.
- Website development and maintenance.
- Security measures used in ensuring the immediate and long-term integrity of information systems.
- Windows NT, active directory, servers, workstations, desktop applications, and SCADA interfacing.
- District standard application software.
- Training methods used in instructing others in the use of personal computer applications software.
- Applicable laws, regulations, codes and special requirements of information systems and applications.
- Standard office administration practices and methods, and safe work practices.
- Advanced knowledge of switching and routers, Cisco devices, firewalls, Intrusion Detection Systems (IDS), wireless networks, Electronic Document Management Systems, SQL, and Unix.

Ability to:

- Plan, organize and supervise a comprehensive treatment and systems information services program to meet District business and operating objectives, including developing long-range technology goals.
- Test, diagnose, troubleshoot and repair computers, networks and operating systems.
- Manage the operations of an instrumentation control system and inter-operating LAN/WAN infrastructure to achieve optimal technical performance and user support.
- Understand, analyze and define user requirements and recommend cost effective systems solutions.

- Analyze complex problems, evaluate alternatives and make sound independent decisions within established guidelines.
- Communicate effectively, orally and in writing.
- Maintain high levels of customer satisfaction

Experience and Education:

Any combination of training, experience and education that could likely provide the required knowledge and abilities stated above, and the ability to perform the duties of the position would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of increasingly responsible computer-related experience, including network administration, with a minimum of one year supervisory experience is required.

Education: Bachelor's degree from an accredited college or university with a major in information technology, computer science, management information systems, or a closely related field is required.

Licenses and Certificates:

Possession of a valid California driver's license, Class C, with ability to maintain insurability under the District's insurance carrier.

Physical Demands:

Hear normal conversation in person and/or on the telephone, with or without electronic aids; see to read fine print; sit or stand for prolonged periods of time; use hands and fingers repetitively to manipulate small objects and print or write legibly; frequently lift up to 25 pounds; reach with hands and arms; speak in a normal voice to be able to be heard and understood on the telephone and awareness of electrical hazards.

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