



Position Description

SYSTEMS ADMINISTRATOR

DEFINITION

Under general supervision of the Information Technology Manager or designee, the Systems Administrator supports the planning, implementation, maintenance, and security of City-wide information systems and technology including, file and application servers, data center, cloud services, Geographic Information Systems (GIS) development, software, technology equipment, voice and data telecommunications infrastructure, and training. This position is designated as Fair Labor Standards Act (FLSA) exempt.

SUPERVISION RECEIVED

The Systems Administrator works under general supervision of the Information Technology Manager or designee.

SUPERVISION EXERCISED

The Systems Administrator provides training and direction to Computer Support Technicians, contract, and temporary employees as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Assists in the continuous long and short term strategic development and implementation of the City's Information Technology program including goals, priorities and policies relating to City-wide information technology.

Prepares written documentation on systems and procedures.

Performs complex security control activities to prevent unauthorized access to the networked resources (Servers, Shares, etc.). May assist with maintenance of security systems for network equipment and provide recommendations on network access control.

Provides technical assistance for Geographic Information System development and maintenance and may perform GIS coordinator functions.

Resolves complex problems with multi-user computers, printers, servers, software, peripherals, and other related equipment.

Assists in disaster recovery planning and testing.

Leads the design, implementation, installation, configuration, maintenance, repair, optimization, and performance monitoring of the City technology infrastructure including, switches, firewalls, security systems, and related networking devices and connections.

Maintains patch schedules, creates maintenance routines, back up, and troubleshoots all City databases and database servers.

Prepares effective written reports and oral presentations and makes presentations and communicates with City staff; represents City and department at external meetings and working groups.

Develops cost-effective recommendations including helping users to assess their needs and providing justification for equipment and services.

Researches, evaluates, recommends, and implements new technologies to meet the City's evolving technology needs.

Evaluates and makes recommendations for staff training.

Assists in maintaining department records and monitors the use of licenses to prevent the non-renewal or non-compliance with all licensing agreements.

Provides backup for core functions of the Information Technology Manager.

PERIPHERAL DUTIES

Reports for work as needed, in the event of a disaster or other emergency situation; serves as a member of various employee committees; attends classes, seminars, and workshops related to duties and responsibilities.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and methods of systems analysis; current technology and implementation techniques of multi-user and server-based networks; methods, materials, and equipment used in the design, installation, maintenance, testing, and repair of multi-user and server-based networks; current technology trends in the areas of computer hardware and software; current principles, practices, and technology related to Microsoft Windows Server Networks; server virtualization software; remote desktop services (terminal services); firewalls and internet security; Cisco Call Manager and

Unity Voicemail or comparable systems; Geographic Information Systems (GIS) design and maintenance; operation and maintenance of information systems equipment similar to that which is currently deployed by the City of San Bruno.

Ability to:

Analyze problems and make decisions and develop conclusions and recommendations on solutions; stay current with new technological developments; research, understand and apply proposed new technology to City operations; organize work to meet rapidly changing priorities, frequent interruptions and changing deadlines; effectively apply related City policies, procedures, and practices affecting information services; maintain and update information within GIS databases; produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar; communicate clearly and concisely with co-workers and vendors in face-to-face one-on-one settings, in group settings, or using a telephone; explain complicated and technical information in simple, nontechnical language; establish and maintain effective working relations with staff, user departments and management, contractors, and vendors.

EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a bachelor's degree in information technology, computer science, business administration, or a closely related field and four (4) years of progressively responsible experience working in systems administration in a Microsoft Windows server environment; or any equivalent combination of education and progressively responsible experience with additional work experience substituting for the required education on a year-for-year basis with a maximum of 4 years.

LICENSES/CERTIFICATES

Certification as a Microsoft Certified Professional (MCP) is required. VMware Certified Professional (VCP) or comparable certifications are highly desirable.

SPECIAL REQUIREMENTS

Possession of and ability to maintain a valid California driver's license.

TOOLS AND EQUIPMENT USED

Common hand and power tools, electronic test equipment, personal computer, phone, and other tools required for repairs and routine maintenance of computer equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stoop, balance, crawl, kneel, and use arms, legs and back to occasionally lift and/or move up to 40 lbs. The employee is frequently required to walk, stand, sit, talk and hear, use hands to feel, handle or operate objects, tools, or controls, use a telephone and computer for extended periods of time; reach with hands and arms. Employee must maintain physical condition appropriate to perform job duties, which may include sitting for long periods of time. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position generally works in an office environment but is sometimes required to make trips to vendor locations, post office, commercial districts, other governmental agencies, and other locations away from the office. The noise level in the work environment is usually quiet, but can be moderately noisy. The work environment requires working in a public setting and occasionally interacting with members of the public.

SELECTION GUIDELINES AND GENERAL INFORMATION

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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