	Job Classification:	**Information Systems Administrator**
	Representation:	**SEIU Local 1021 Union**
	Wage Schedule Range:	**24**
	FLSA:	**Non-exempt**
	Effective Date:	**February 2018**

Classification specifications, i.e. Job Descriptions are intended to present a descriptive summary of the range of duties and responsibilities performed by an incumbent in the classification. Furthermore, specifications are not intended to reflect all duties and responsibilities of an incumbent in the classification.

Summary

Under general supervision this single position class shall be responsible to plan, configure, install, manage and maintain the District's information systems, computer hardware and software systems, local area and wide area networks, telecommunications and voice-mail systems; oversee development of information systems related standards, specifications and administrative procedures and practices; supervise Information Systems (IS) staff and/or consultants responsible for systems administration, analysis, programming and reporting as well as technical staff and/or consultants responsible for computer hardware/software, network administration, and telecommunications operations and maintenance; coordinate work with other District departments to provide timely, cost-effective, integrated systems and related support.

Supervision Received and Exercised

General direction is received from the Director of Administrative Services. May exercise direct supervision over Information Systems Analysts.

Essential Duties - *The following duties are typical for this position. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address District needs and changing business practices. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.*

- Recommend and manage the implementation of District goals and objectives related to information technology to achieve improvements; establish schedules and methods for implementing information systems/technology improvements, plans for future needs, new applications, modifications to current applications and outsourcing of activities.
- Design, develop, and maintain a strategic level information systems master plan including the design, development, and maintenance of the network infrastructure supporting connectivity for computing resources and applications provided by network, file, and application servers.

- Develop District-wide procedures to achieve improvements in information systems services provided to Departments and work groups; develop worksheets/instructions for new users; train users in preferred procedures.
- Ensure District complies with all State internet / website public information requirements.
- Serve as project manager on projects involving information systems and technology.
- Work cooperatively with departments regarding information systems and technology.
- Ensure the ongoing upgrade and replacement of desktop computers and ancillary hardware and software including operating systems, security programs, basic office software, e-mail, internet access, financial management system and customer billing system software, CAD and associated mapping and graphical packages; other such software selected as District standards.
- Maintain current knowledge of changes, trends, and advances in software and hardware technology and makes necessary recommendations for system and software enhancements and/or modifications.
- Lead and participate in the evaluation and selection of innovative and emerging technologies that enable the improvement and efficiency of it services within the District.
- Participate in the development and updating of technology policies and practices.
- Manage and administer the Districts telecommunications systems.
- Establish priorities, identify necessary resources, and make technical recommendations for the acquisition of hardware and software replacements and/or enhancements of major systems.
- Responsible for District website maintenance and support in conjunction with others.
- Ensure the proper licensing and control of software.
- Responsible for the development, updating, implementation, and testing of a comprehensive information technology disaster recovery plan.
- Answer questions and provide information to end users and departments; investigate complaints and recommend corrective action as necessary to resolve complaints in a timely manner.
- Responsible for preserving a high level of confidentiality of information encountered as part of work.
- Reviews, interprets, maintains and updates District contracts for hardware and software support and other technology related contracts.
- Perform a variety of specialized, highly technical and complex computer database system or network system duties in support of specialized functions or programs, including data
- Provide operation systems oversight to the District's network and database infrastructure, including but not limited to programming, building, analyzing, diagnosing, maintaining, securing and operating various systems and applications.
- Participate in budget preparation and administration; prepare cost estimate for budget recommendations; monitor and control expenditures.

- Maintain accurate records of equipment issued, inventory of equipment and software.
- Communicate and coordinate with the Operations department staff relative to long-term planning of District-wide communications issues.
- Develop request for proposals and selection processes for consulting and technical services.
- Plan, prioritize, assign, supervise and review the work of staff and/or consultants in the planning, installation, configuration, maintenance and modification of networks, workstations, software, and hardware.
- Oversee development of user needs analysis and related cost/benefit analyses for making recommendations to executive management and/or the Board of directors.
- Represent the District to outside Districts and organizations and participate in outside community and professional meetings, groups, and committees related to IT management of District systems.
- Maintain current professional knowledge of IT systems, equipment, and procedures.
- Establish and maintain an effective and cooperative working relationship with coworkers through knowledge of work, personal and professional conduct, and good judgment.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Perform related duties as assigned or required for the ongoing operation of the District's business.

Qualifications - Any *combination of training and experience that would provide the required knowledge, skills and abilities is qualifying.*

Knowledge of:

- Principles and practices of modern computer/information technology systems.
- Principles and practices of system application analysis, development and implementation.
- Computer methods and techniques; systems and administrative operation procedures analysis and design.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Program planning; computer programming and processing.
- Telecommunications systems and concepts.
- Electronic data processing equipment and capabilities of computer systems.
- Principles and practices of inventory and recordkeeping.
- Networking concepts, execution and maintenance of installed equipment.
- Principles and techniques for project planning, scheduling, and control.
- Principles and practices of report writing, proposal and bid specifications, and presentations.
- Pertinent local, State, Federal laws, ordinances and rules.
- Arithmetic and basic mathematical calculations, including percentages and decimals.

- Principles of personnel management including supervision, work planning, training, employee development and annual performance evaluations.
- Recognize and resolve conflict situations in the work place, including planning for them, solving them when they occur, and communicating outcomes reached.
- Principles and practices of effective customer service.
- Microsoft Office Suite programs for word processing and spreadsheets.
- Standard business practices such as letter writing, report writing, preparing informational materials in visual formats.
- English language usage, spelling, grammar, and punctuation.

Ability to:

- Effectively plan, organize and oversee research, identification, and implementation of new technology to meet rapidly changing needs as well as strategic objectives.
- Analyze business and end user needs and research and determine appropriate technology solution strategies to improve optimize operations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of department and District goals.
- Logical problem-solving skills for analyzing complex user problems.
- Convey complex technical concepts in an easily understood format.
- Direct systems analysis and computer system implementation, conversion, and software migration projects.
- Configure and maintain District's telephone system.
- Make judgmental decision concerning equipment needs, scope of assignments, allocation of computer resources, and organization of department.
- Establish, implement and maintain system security.
- Analyze systems data and situations, identify problems, reason logically, and develop conclusions and effective solutions.
- Keep current and adapt to changes, trends, and developments in the information systems industry and learn functionality of new equipment and systems.
- Interpret and apply District and department policies, procedures, rules and regulations.
- Establish, monitor, and control project priorities, and schedules to accomplish division assignments.
- Manage information systems projects of all sizes, including consultant contracts.
- Initiate and maintain safety practices that relate to the nature of the work.
- Perform under varying levels of stress.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan, coordinate, and organize work to meet deadlines with accuracy, thoroughness, and attention to detail.
- Work independently and prioritize multiple tasks often under time constraints and with limited supervision.

- Read, understand and carry out written and oral directions in a clear, concise, and consistent manner.
- Operate a variety of automated office machines typical of a work environment such as a multi-function printer/copier/scanner machine, fax machine, and laminator.
- Operate a computer for the effective operation of the Department including word processing, database, spreadsheet, e-mail, internet and an integrated accounting software package
- Communicate clearly and concisely both orally and in writing with District staff, co-workers, consultants and the public in one-to-one and group settings.

Education and Experience – *Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying:*

- Graduation from an accredited four (4) year college or university with major course work in computer information systems, computer science, or a related field.
- Minimum of eight (8) years of progressively responsible experience in the evaluation, development, implementation and utilization of information technology methods, systems, software, and equipment; managing information systems and database administration.
- Minimum of three (3) years of supervisory experience is required.
- Experience in a government and/or utility environment is preferred.
- Microsoft network certification desirable.

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit at a desk and in meetings for long periods of time, on a continuous basis; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation with fingers; reach with hands and arms; use a telephone or other electronic communication devices; stand for long periods of times; communicate orally and through written means; use standard office equipment such as computers, copiers, and FAX machines; write or use a keyboard to perform assigned duties; bend, squat, stoop, crouch, climb, kneel and twist while checking equipment; occasionally climb stairs, stoop, kneel, crouch, or walk and/or stand on slippery surfaces; occasionally lift and/or move up to 25 pounds; hearing and vision within normal ranges with or without correction. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

Work is generally carried out in a typical office setting. While performing the duties of this job, the working conditions are those of a typical office environment, with temperatures occasionally too warm or too cold, moderate noise levels and under lighting conditions typical of an office. Travel may be necessary on an occasional basis via District vehicle (or may request to use personal vehicle) for District related duties and activities.

Additional Requirements

- 18 years of age.
- Valid California Driver's License issued by the California Department of Motor Vehicles.
- Eligible to work in the United States.