

City of South San Francisco
Human Resources Department

Senior Information Systems Administrator
Class Description

Definition

Under general supervision, performs advanced-level duties and responsibilities in support of City's network and server operating systems; provides project management to ensure that the system meets the City's business needs; and lead and perform long-time strategic planning for the Information Technology department. Responsibilities include coordination, research, analysis, report writing, training, coordination, and administration for City's support services for microcomputers; evaluation, testing, implementation and maintenance of computer hardware and software; and performs other related duties as assigned. Incumbents may supervise lower level Information Technology staff.

Distinguishing Characteristics

This classification is distinguished from the Information System Administrator through its functional and technical supervisory functions and its strategic planning role and management responsibilities. Performs professional level project and program management and design, to include hardware selection and configuration, security definitions and implementation, and web internet/intranet solutions. Create task assignments for staff and may supervise personnel, assess operational goal and objectives, and develop IT-related policies and procedures for the department as well as the organization.

Important and Essential Duties

1. Supervises, trains, and evaluates assigned staff.
2. Oversees the maintenance and inventory of computer hardware and software; administers the City's support services for microcomputers.
3. Supervises and participates in record keeping related to asset inventory and software licensing.
4. Implements goals, objectives, policies, and priorities for assigned services and activities related to information technology, including computer security.
5. Supervises the maintenance and support services of computers, printers, and related peripheral equipment.
6. Supervises and participates in the management of external services.
7. Provides project management leadership for specific automated systems projects, which includes: collecting and analyzing business requirements; proposing solutions and alternatives; defining application development scopes of work and tasks; project budget creation and tracking; assessing user needs and identifying tools to meet user needs; and coordinating activities with external vendors and customers; and performing other related activities.
8. Manages and administers the City's multi-user and server-based computers, including installation and maintenance of operating systems and applications software.

9. Manages and administers the City's single-user computers, including installation and maintenance of operating system and applications software.
10. Implements goals, objectives, policies and priorities for assigned services and activities related to multi-user computers and servers, including security and system design.
11. Serves as a liaison with Citywide staff and information technology staff to define technical and operational requirements.
12. Installs and monitors computer hardware and software; interfaces multi-user computers and servers to peripheral equipment, including printers, hubs, routers, and other network devices.
13. Administers and coordinates user access and control; installs, maintains, and deletes users; assigns user rights, according to established policy under the direction.
14. Develops and administers disaster recovery procedures and backup systems.
15. Resolves complex problems with multi-user computers, printers, servers, software, peripherals, and other related equipment.
16. Identifies opportunities for service delivery improvements; analyzes and evaluates techniques for the implementation of new multi-user computer applications, hardware, and peripheral equipment.
17. Prepares written documentation on systems and procedures.
18. Advises and consults with users to develop required multi-user and server-based computer services.
19. Researches, analyzes, and evaluates computer hardware and software for desktop and network compatibility; confers with vendors; defines and documents server and client hardware and software requirements, recommends procurement of computer equipment and software.
20. Serves as a resource for information technology staff and City employees, providing assistance with questions and problems with computer hardware, software, and related peripheral equipment.
21. Maintains an inventory of all work activities as appropriate.
22. Performs related duties and responsibilities as assigned.

Job Related and Essential Qualifications

Knowledge of:

- Current technology and implementation techniques of multi-user and server-based computers.
- Modern principles and practices related to Windows 2000, Windows NT, Windows 95/98, and Unix system administration.
- Methods, materials, and equipment used in the installation, maintenance, testing, and repair of multi-user and server-based computers.
- Project management principles and practices.
- System administration principles.
- Current technology in the areas of microcomputer hardware and software.

- Detailed knowledge of Microsoft Exchange Server, Microsoft Internet Information Server, Microsoft SQL Server and Microsoft terminal server services is required.

Ability to:

- Effectively manage all aspects of multi-user and server-based computers.
- Provide instruction and training to non-technical staff.
- Serve as a lead in managing projects and provide technical training and mentoring to departmental staff.
- Maintain accurate records related to asset inventory and software licensing.
- Manage all phases of projects of varying degrees of complexity.
- Learn new systems and programs as dictated by future technological advancements and City needs.
- Communicate clearly both orally and in writing.
- Analyze current and future computer requirements and needs.
- Provide technical advice and consultation to ensure efficient computer utilization.
- Stay current with new technological developments.
- Analyze data and develop sound conclusions, recommendations, and solutions to problems.
- Recommend appropriate revisions to processes and procedures.
- Use initiative, discretion, and sound independent judgment within policy and procedural guidelines.
- Recommend appropriate revisions to processes and procedures.
- Prepare clear and effective financial, statistical, and narrative reports, correspondence, informational materials, policies, procedures, policies, and other written materials.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Represent the City effectively in contacts with elected and foreign officials, representatives of other agencies, City departments, and the public.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Data entry into standard computer format with speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

Experience and Education

Any combination equivalent to experience and education that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Four years of progressively responsible and professional Information Technology experience, which includes one year of lead or supervisory experience. *Education:* Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science or a related field.

License and Certificate

- Possession of, or ability to obtain within the probationary period, an appropriate, valid California driver's license, and a satisfactory driving record, which must be maintained as a condition of employment.
- MCSE Certification highly desirable.

Special Requirements

Essential duties require the following physical skills and work environment

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, and climb; lift and carry 50 pounds; distinguish among various colors; distinguish various computer generated auditory signals; use common hand tools; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make public presentations.

Work Environment:

Mobility to work in a typical office environment and/or field setting; exposure to confining workspace and electrical hazards.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a clean and neat appearance; work protracted and irregular hours; respond to a pager; take 24-hour on-call and stand-by; attend evening meetings.

Additional Information:

- Approved:
- Revised Date:
- Former Titles:
- Abolished:
- Bargaining Unit: Mid-management
- DOT: No

- Status:
- Job Code: M790