

#### INFORMATION SYSTEMS ADMINISTRATOR

## **DEFINITION**

To perform the daily administration of computer and/or communication systems within the City's information systems infrastructure. Incumbent may be assigned to perform administration of one or more department or enterprise level networks, systems, or databases.

### SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Information Systems Manager. Responsibilities may include direct or indirect supervision of lower level clerical and technical positions. Exercises discretion and independent judgment with respect to assigned duties.

## **EXAMPLES OF DUTIES**

The following are typical illustrations of duties encompassed by the job class; not an all-inclusive or limiting list.

## **ESSENTIAL JOB FUNCTIONS:**

Administer assigned information systems. Perform daily system administration tasks such as configuring user access, reviewing system logs, conducting backup/recovery processes, and testing disaster recovery procedures. Investigate issues with system operation, troubleshoot errors, research corrective approaches, and implement changes as needed to maintain systems in optimum working order.

Provide technical expertise in solving customers' operational information systems requirements. Analyze customer needs, evaluate current system capabilities, develop cost-benefit information, and recommend technical solutions. Ensure appropriate balance between established system architectures and customer functional needs.

Design, plan, and implement new system installations and existing system upgrades. Develop budget input for projects, obtain approval as needed from higher authorities, and coordinate implementation with customers and other service providers. Create and manage work plans, schedules, and status reports.

Perform data collection and produce reports or other products as needed to keep management abreast of system/project status. Prepare and deliver presentations to customers, department representatives, management, elected officials, or the general public on information systems issues.

Regular and consistent attendance.

## OTHER JOB FUNCTIONS:

Administer contracts with external service providers and act as contractor liaison. Work with vendors to ensure system operability/functionality and to ensure success of system implementations. Monitor time and cost expenditures and recommend contract changes as necessary.

Participate in the development and implementation of the City's information technology goals, objectives, policies, and priorities. Maintain fundamental understanding of information technology topics and trends. Assist in assessing the strategic direction of information technology and in developing strategic plans for use of new technology.

Supervise, train, evaluate, and assist in the selection of assigned staff. Promote safety in the workplace, ensure adherence to security and data confidentiality guidelines, and provide input on operational processes and procedures.

Serve in a stand-by status after regular working hours and respond to emergency callouts as needed to maintain system operations. Make independent decisions on actions to be taken during a call-back and on when to involve other support personnel.

Perform general office duties, conduct data entry, prepare and file routine reports and correspondence.

May act as Information Systems Manager, as assigned

Perform related duties as assigned.

# **QUALIFICATIONS:**

## Knowledge of:

Current computer industry technology, practices, trends, and terminology; including computer system operations, administration, maintenance, and networking.

Operation and maintenance of computer components including servers, computers, workstations, terminals, printers, monitors, hard drives, video cards, memory, modems, and related software such as operating systems (Unix and Windows), databases, word processing, spreadsheet, Internet browsers and utilities.

Principles, procedures, practices, and techniques related to complex data processing operations in a networked computing environment.

Approaches to systems analysis/design, project management/implementation, and software development/maintenance.

Advanced principles and practices of local and wide area networks, including the implementation, system administration, and maintenance of client-server hardware, network operating systems, data communication devices, infrastructure components, Internet capabilities, and wireless technology.

Principles, practices and techniques related to database management, geography and cartography, and GIS application and design.

Implementation and maintenance of Internet capabilities through web page development software, programming languages, graphics programs, or other utilities.

Operation and configuration of video conferencing, video and sound systems, projectors, and other equipment used for presentation capabilities.

Standard testing and troubleshooting techniques.

Research techniques and procedures; business letter writing and basic report preparation.

Safe work practices.

Job planning, prioritizing, and scheduling techniques.

Supervisory and personnel management duties and responsibilities.

#### Skill to:

Administer a wide variety of computer systems hardware and software.

Analyze systems data and situations, identify problems, reason logically and creatively, make decisions, and take appropriate action.

Troubleshoot hardware and software problems and make appropriate modifications and repairs.

Prepare accurate correspondence, reports, maps, diagrams, graphs, charts, exhibits, displays and other descriptive material.

Train and monitor departmental staff in the operation of existing or new systems including explaining concepts to non-technical users.

Collect, organize and analyze data.

Conduct any data entry functions accurately and timely.

Develop cooperative public relations with other City departments, businesses, and the general public.

Ability to:

Operate and maintain a wide variety of computer systems hardware and

software.

Communicate effectively, both orally and in writing.

Establish and maintain effective work relationships with coworkers and those

contacted in the performance of required duties.

Perform duties independently and with minimal supervision.

Meet the physical requirements necessary to safely and effectively perform the

assigned duties.

MINIMUM EDUCATION AND EXPERIENCE:

**Education:** 

Bachelor's degree (or the equivalent of 120 completed semester units) from an accredited college or university with major course work in computer science, information technology, or a closely related field; and/or a vocational training program, which certifies the training necessary to successfully perform the duties and responsibilities of the City of Woodland's Information Systems Administrator

position.

Experience:

Four years of experience performing duties of a network computer technician or

systems administrator for a large organization or municipal government.

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**License or Certificate:** 

Possession of a valid California Driver's License.

Council Action: November 18, 2004

Information Systems Administrator November 2004