

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: SENIOR NETWORK AND SYSTEMS ADMINISTRATOR

DATE: 3/28/2023

JOB CODE: 51847

FLSA STATUS: EXEMPT

UNIT REPRESENTATION: MID-MGMT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under general direction to lead, guide, train, instruct, correct, and participate in/perform fully the work of assigned staff in a variety of moderate to complex duties related to Information Technology equipment and services; analyze, plan, coordinate, and support a section of the Department's information systems and/or technical infrastructure; administer networks, applications, services, and hardware assigned to the position; manage third parties performing technical work for the Department; perform moderate to complex programming duties, and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Senior Network and Systems Administrator is a working lead level within the Information Technology series. The incumbent routinely assigns specific tasks to subordinate staff and leads, guides, trains, instructs, and corrects assigned staff. This classification is responsible for administering a grouping of applications, service, networks and/or hardware, performs the most complex tasks and project assignments and manages projects that may span divisions and may include multiple staff and contractors. The Senior Network and Systems Administrator classification is distinguished from the Network and Systems Administrator in that the former performs lead supervision and complex analysis. The incumbent is expected to exercise sound and independent judgment in the performance of duties.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and City and Department staff;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;
- Participate, oversee, lead, direct, train, guide, check, monitor, inspect, assign, and report on (collectively referred to as "lead") the work of assigned staff engaged in a variety of routine to complex duties related to Information Technology network administration, services, and hardware;

- Develop, direct, and coordinate the implementation of goals, objectives, policies, procedures, standards, and work programs for assigned systems; prepare and present long-range plans and status reports for stakeholders including, but not limited to, the General Manager, Deputy General Manager, Division Directors, Water Board, and Information Technology Manager;
- Develop training and presentation materials for end users covering new and existing technologies;
- Conduct training classes in support of new and updated systems and services;
- Serve as a system technical resource to all Department divisions/sections;
- Review contracts and specifications for conformity and integration requirements;
- Assist with the preparation of the system program budget; monitor approved budget; review budget requests for hardware, software, and services related to assigned systems; advise appropriate personnel on budget matters;
- Maintain awareness of current advances in technology and information security as they relate to Department and/or Division needs and objectives; coordinate pertinent information, resources, and work teams necessary to support a positive and productive environment;
- Represent the Department in inter-agency coordination activities relating to technology infrastructure;
- Design, analyze, plan, coordinate, support, and administer various networks throughout the Department, including wireless, convergent, local area VOIP, and wide area networks.
- Analyze, plan, coordinate, support, administer, and upgrade various network, hardware, and software systems throughout the Department, including design, implementation, change management, and operational support.
- Work with and support application team(s) throughout project lifecycles;
- Maintain expertise in Department standard hardware, software, wireless, middleware, mobile, and security products;
- Develop and design security solutions, including firewall, anti-virus and intrusion detection systems as well as accessibility of the network, servers, and applications; perform related security audits;
- Lead the planning, support, administration, and testing of disaster recovery business continuity planning and processes;
- Provide assistance to staff in resolving difficult technical problems;
- Act as a project manager for implementation of technology related programs and services;
- Participate in negotiations with vendors, outsourcers, and contractors to secure hardware and/or software products and services;
- Interact with vendors to identify and resolve hardware and software problems;
- Participate in planning for infrastructure and information systems including needs assessment, budgeting, and capacity planning;
- Compile and maintain software, server, and network documentation and establish appropriate procedures;

- Analyze, extract, combine, interpret, and summarize data for operational management or executive decisions;
- Maintain awareness of current network, databases, and system administration advances in technology as they relate to department needs and objectives;
- Manage complex projects that may include multiple divisions and/or contractors;
- Provide confidentiality, support, and positive attitude necessary to meet all Department goals and maintain employee morale;
- Act in the absence of the Information Technology Manager
- Perform other related duties as assigned.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Principles, practices, and techniques of systems management including, system analysis, quality control, performance metrics, and hardware and software options for systems;
- Principles and methods used in Local Area Networks, Wide Area Networks, Voice Over Internet Protocol (VOIP) phone systems, and Microsoft 365 application suite;
- Project management techniques, methodologies, and software tools;
- Research techniques, methods, and procedures;
- Record keeping, report preparation and writing, including knowledge of proper English, spelling, and grammar;
- Principles and practices of program and budget development, administration, and evaluation;
- Networking concepts, principles, and best practices, including wired and wireless;
- Design, implementation, and management of Microsoft server, virtualization, and networks;
- Diagnostic utilities used in a multi-platform environment;
- Database installation, configuration, implementation, and administration in a networked server environment, for custom or commercial off-the-shelf systems;
- Administration of remote access processes including VPN and remote desktop applications;
- Microsoft Windows server architecture;
- Microsoft Active Directory, Federated Services, and Azure AD;
- Principles and practices of supervision.

Ability to:

- Plan, organize, administer, review, and evaluate system development and computer operations activities including data entry and control function;
- Oversee, lead, direct, train, guide, check, monitor, inspect, assign, and report on the work performed by Information Technology staff;
- Plan and schedule work assignments, set priorities for and train subordinates;
- Effectively convey oral and written directives from superiors to subordinates;
- Develop, implement, and interpret goals, objectives, policies, procedures, standards, work programs, and internal controls;
- Exercise sound independent judgment within policy guidelines;
- Analyze complex problems, evaluate alternative solutions, and make creative recommendations;
- Assess system user needs, set priorities, and meet such needs in a timely and effective manner;
- Represent the Department effectively in meetings with other businesses and agencies;
- Establish and maintain effective working relationships with representatives of community organizations, state and local agencies and associations, Department staff, the public, and others encountered in the course of work, exercising patience, tact, diplomacy, and courtesy;
- Configure and manage a virtual environment;
- Administer VPNs (virtual private networks), firewalls, and intrusion prevention and detection, and associated software;
- Evaluate and resolve complex technical problems and make critical decisions under time constraints;
- Successfully manage and prioritize multiple tasks and projects;
- Read, understand, and apply complex materials;
- Communicate effectively, orally and in writing, including communicating technical information in business-friendly and user-friendly (non-technical) terms;
- Budget and procure licenses, goods, and services;
- Observe safety principles and work in a safe manner;
- Work under moderate to high stress conditions;
- Maintain a driving record which meets Vehicle Code standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

Education/Experience:

Bachelor's degree in Information Systems, Computer Science, or a closely related field;
And

Two (2) years of progressively responsible experience in network administration or systems administration, operation, support and project management.

OR

Associate's degree in Information Systems, Computer Science, or a closely related field;
And

Five (5) years of progressively responsible experience in network administration or systems administration, operation, support and project management.

OR

Graduation from high school, or equivalent;
And

Eight (8) years of progressively responsible experience in network administration or systems administration, operation, support and project management.

Desirable:

Proficiency in the design, configuration, and setup of a Microsoft network and server environment; experience configuring, maintaining, and backing up MSSQL; experience in Transact-SQL and MS PowerShell; knowledge and experience in installing, deploying, and supporting VMware; experience with VMware vSphere environments; experience with VMware desktop virtualization; knowledge of network security principles; and understanding of project management principles.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class "C" California driver's license. For out of state applicants, a valid driver's license is required and a valid Class "C" California driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

Offsite travel, attendance at multi-day off-site training sessions, weekend and evening work, and after-hours emergency callouts may be required.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

This position requires prolonged sitting, standing, walking on uneven surfaces, squatting, stooping, crouching, kneeling, and reaching in the performance of daily activities; repetitive hand movements and fine coordination of hands and fingers to efficiently operate a computer keyboard, mouse, and other computer installation and repair components. The need to lift, carry, drag, and push equipment and materials weighing up to 40 pounds is required. Work may involve exposure to hazardous chemicals and infectious disease. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents and color vision to accurately interpret visual displays. Must be able to hear in the normal audio range with or without correction, acute hearing is required when providing phone and personal service. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: Senior Network and Systems Administrator

To: Information Technology Manager

Testing Standards: App Review/Supp App Review

Job Description:

BOWC Approved:

6/25/2019

Rev:

3/28/2023