Last Reviewed: September 2016
Range: 56

PURPOSE

Under the direction of the Information Technology Manager, this incumbent is responsible for the day-to-day administration and maintenance of the District's information technology-related operation.

Incumbents are responsible for the efficient, effective, and secure operation of the District's infrastructure, including computer and network hardware, desktop and server operating systems, and desktop, server and network applications. Responsibilities include evaluating/monitoring hardware and software and making purchases, upgrade and implementation recommendations; administering the District's telecommunications systems; patron services and related infrastructure; and providing technical support to District staff.

<u>**EXAMPLES OF ESSENTIAL JOB FUNCTIONS**</u> (Illustrative Only)
Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Essential duties include, but are not limited to, the following:

- Provides a high level of customer service.
- Installs new hardware, software, and upgrades.
- Installs microcomputer equipment and software; customizes installed software to the specific requirements of the user.
- Administers multiple servers, workstations, and terminals ensuring proper integrations of these components with existing systems architecture.
- Assists in performing a variety of routine systems maintenance activities.
- Responds to inquiries and requests and provides user support and technical assistance for PC and telecommunications systems and programs throughout the District; resolves problems or refers to higher- level staff.
- Maintains and troubleshoots computers and applications to identify and correct malfunctions and other operational problems.
- Ensures safety and security of information system assets and protects systems from inappropriate access or destruction.
- Conducts virus avoidance procedures; works with users to understand security needs and evaluates level of security.
- Develops implements, maintains and enforces policies and procedures for information technology operations.
- Identifies opportunities for improving service delivery methods and procedures; reviews with appropriate management staff and implements improvements; works with District staff to maintain, revise, or improve the overall information technology operations.
- Manages the allocation of resources including disks, terminals, and memory.

- Maintains and compiles an electronic documentation library of user procedures manuals, technical references, training manuals, handbooks, and guides; maintains logs, charts, diagrams, and testing data for District's data, voice, and video network.
- Develops and implements new and innovative methods, techniques, and procedures to enhance current IT operations and functions.
- Troubleshoots hardware and software problems and recommends repair solutions.
- Works with vendor representatives to identify and correct causes of hardware and software malfunctions and to perform enhancements.
- Participates in tracking possible problem areas affecting response time and prepares recommendations for correction of problems and improvement in performance.
- Assists in developing curricula, training aids, and manuals for hardware and software; conducts training programs.
- Conducts routine analysis, design, implementation, operation, and maintenance of the District's desktop computers and provides routine technical assistance and user training for PC hardware and software.
- Maintains current knowledge of information technology trends and innovations; attends and participates in job-related seminars and professional group meetings; reads applicable industry publications.
- Assists in compiling, integrating, and analyzing information gathered from users to select or modify hardware and computer programs; evaluates hardware and third party vendor software.
- Manages the evaluation and analysis of the District's information systems needs and requirements; administers changes and adjustments to systems as needed.
- Provides consulting advice and technical expertise to District departments regarding software needs, including analysis, evaluation of proposed solutions, systems integration, and solution implementations; identifies and recommends appropriate standards or specialized hardware or software to meet the District's needs.
- Assists in developing, planning, implementing, and administering department goals, objectives, policies, and procedures.
- Develops recommendations for acquisition of computer hardware and software; prepares specifications for bid documents; reviews and evaluates contracts and proposals.
- Conducts growth analysis and planning to prepare for and minimize costs of system expansions.
- Designs system storage capacity to provide for efficient and timely response and operating time; calculates data storage media and cost alternatives; specifies sources and methods of data storage; plans for efficient allocation of system storage capacity.
- Participates in the development of strategic goals and objectives as well as policies and procedures; makes recommendations for changes and improvements to existing standards, policies, and procedures; participates in the implementation of approved policies and procedures.
- Evaluates and analyzes the District's information systems needs and requirements; develops and recommends application and resource priorities; administers changes and adjustments to systems as needed.

Performs other duties as assigned.

IT Administrator II Responsibilities *Management reserves the right to add, modify, change or rescind the job duties of different positions and to make reasonable accommodations so that qualified employees can perform the essential job duties.*

Hardware/Software Installation & Preventative Maintenance
- Implementations, operations, and administrations of the District's telecommunications systems.
- Implementations, operations, and administrations of the District's Integrated Library System.

- Implementations, operations, and administrations of the District's staff and patron computers, hardware upgrades, software, software updates and related peripherals.
- Implementations, operations, and administrations of the District's patron systems and services including computer reservations, printing, and related software packages.
- Operations and administrations of District servers including computer reservations and printing, telecommunications, and application servers.
- Leads the analysis, design, implementation, operations, and maintenance of the District's computing systems; installs hardware and software and provides technical assistance as needed.
- Leads in routine analysis, designs, implementations, operations, and maintenance of the District's desktop computers and provides routine technical assistance and user training for desktop hardware and software.
- Leads in developing desktop systems installations and test plans; tests programs and procedures during installations to ensure system requirements are being met completely and accurately.
- Performs system backups.
- Ensures operation and connectivity of district printers and scanners.
- Configurations and operations of district LAN switching infrastructure.
- Designs and implements audio/visual installations.

QUALIFICATIONS:

Knowledge of:
- Stays abreast of new trends, innovations, equipment, and languages used in computer systems, information technology, word processing, spreadsheets, databases, graphics, and desktop publishing.
- Techniques for providing a high level of customer service to the public, volunteers, vendors, contractors, and District staff, in person and over the telephone.
- Principles, techniques, and procedures of computer network administration for administrative and business system applications.
- Principles, methods, and techniques used in design and operation of computer and telecommunications systems.
- Principles and practices of computer systems analysis and design, including database design and management.
- Functions, capacity, characteristics, and limitations of computers and related equipment.
- Principles and practices of systems troubleshooting.
- Principles and techniques of microcomputer systems, programming, and networking.
- Principles and practices of training as related to personal computers.
- Standard database, word processing, spreadsheet, and report generation PC software packages.

Ability to:
- Analyze and define user problems and requirements and develop efficient, cost-effective computer application solutions.
- Analyze system requirements and problems and recommend new or modified equipment or programs to meet department requirements.
- Work on multiple concurrent projects with strict deadlines and with frequent interruptions.
- Troubleshoot hardware and software problems and make or recommend modifications.
- Organize own work, set priorities, and meet critical time deadlines.
- Coordinate medium to large complex technical projects.
- Assist users in resolving IT systems and analytical problems.
- Prepare clear, concise, and complete technical documents, reports, and correspondence.

- Adapt to changing technologies and learn functionality of new equipment and systems.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Independently perform the more difficult information systems analysis functions.
- Research and analyze new technologies and applications and assess their benefits to the District.
- Analyze complex problems, evaluate and develop alternatives, and make sound recommendations.

Education, License, and Experience:
Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in computer science, management information systems or a closely related field, and four (4) years of progressively responsible work experience in technical systems analysis and design. Certification as a Microsoft Systems Engineer or Cisco Network Administrator desired. Must possess and maintain a valid California Class C driver's license and have a satisfactory driving record.

Physical Demands
Must possess mobility to work in various District building and facilities; strength, stamina, and mobility to perform physical work on all types of floor surfaces, and at considerable heights from ladders and elevated facility access points, and to work in a standard office setting and use standard office equipment; operate varied hand and power tools and related equipment; operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; color vision to identify wires, parts, etc. and hearing and speech to communicate in person and over the phone. Finger, hand and arm dexterity is needed to use computer tools and equipment, and to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel and/or crawl, reach and climb to perform work and inspect computers, peripherals and cables. Positions in this classification must be able to lift, carry, push and pull materials and objects up to 75 pounds to perform job functions.

Work Environment
Employees work in an office environment with moderate noise levels, controlled temperature conditions and may have direct exposure to electrical hazards. Incumbents may interact with upset staff, public, volunteers and contractors in interpreting and enforcing departmental policies and procedures.

Working Conditions
May be required to work flexible schedules including evenings, weekends, and holidays.