INFORMATION SYSTEMS ADMINISTRATOR
$41.4396 - $52.8885 Hourly
$81,884.65 - $104,507.61 Annually

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.

DEFINITION

Under general supervision, serves as a technical expert and provides computer, peripheral, telephone and user support in a networked environment; analyzes and troubleshoots problems related to computer and telephone networks. Performs research and analysis of current and potential information technology options for management, including installing, configuring and trouble-shooting computer hardware and software to meet specific departmental or City-wide needs. The Information System Administrator assists users and resolves system problems; ensures that network computer application are coordinated throughout the City and applications being used to the fullest extent; performs other duties as required and assigned.

DISTINGUISHING CHARACTERISTICS

This classification will exercise considerable latitude in the application of department policy, following general guidelines and professional and administrative standards in accomplishing assignments. This classification is responsible for the management, administration and operation of citywide systems.

ESSENTIAL RESPONSIBILITIES

Fundamental reason position exists. Administers and coordinates the implementation, operation, security and maintenance of city-wide computer systems ensuring consistency and compatibility with other specialized systems required by specific departments. The particular functions cannot be transferred to and performed by another position. The function is highly specialized and therefore the employee holding the job was hired for his/her expertise in performing this function.

Percentage of duties may change and duties listed below are not all inclusive. Special projects are not listed within the contents of the job description.

65%
·   Serves as the technical expert in the design, implementation and management of information technology and telecommunication systems. Duties involve administration of local and wide area network, wireless technology, IBM AS/400, electronic door programming, cable television, website management, Cisco Unity Voicemail and implementation of the Computer Replacement Program.
·   Assists in research of potential hardware and software upgrades and evaluation of developing technologies with the intent of fulfilling existing and future needs by considering budgetary and time constraints.

- Recommends hardware and software purchases while developing and maintaining lasting relationships with multiple vendors and business partners.
- Supports, maintains, adheres to and recommends revisions, when necessary, to the Information Technology Department Policies and Procedures.
- Setup and maintains user security access and data files; monitor system configuration to ensure data integrity; install, upgrade, and configure network printing, scanning, copying, directory structure, software, and anti-virus software.
- Installs new software releases, system upgrades, evaluates and installs patches, troubleshoots and resolves software related problems; install, configure, troubleshoot, and maintain organization's Windows 2007 network system and Windows 2007 desktop systems.
- Respond to employee inquiries concerning system operation, problems, features, wishes and diagnose system hardware, software and operator problems by phone, e-mail or in person; provide technical support to employees for network infrastructure and internal desktop systems software and hardware.
- Coordinates the automation and upgrading of information systems among departments and monitors the use of network technology and shared dated sources.
- Establishes controls for equipment and software applications, their use and application to City programs.
- Assists with the preparation of departmental budget and monitors expenditures on a daily basis.
- Directs and monitors performance of the Information Systems Technician.

10%
- Responsible for training of new employees with technological equipment, including standard computer applications, telephony, and the use of electronically programmed keys.
- Attends technology classes and increases computer and programming knowledge for the benefit of the employee and the City of Hercules business needs.

15%
- Manages and maintains development of the city website, cable television and document imaging software and hardware; manages inventory and equipment; generate reports and restore files and folders as requested by city departments.
- Monitors day-to-day computer operations, including functionality of systems, internet, email, and network traffic logging; ensure daily and weekly backup of information systems and databases.
- Locates, evaluates and contracts for maintenance services and directs the work of independent contractors and consultants.

NON-ESSENTIAL RESPONSIBILITIES: *Duties that may customarily be associated with the position, but are not fundamental to its central function. Duties could be performed by another employee.*

10%

·   Setup wireless laptops and LCD projector for council meetings, personnel testing, and varying presentations.
·   Troubleshoot basic word processing, desktop publishing, and printing problems.
·   Rotate backup tapes for regularly scheduled nightly backup of servers and weekly backup of file server.
·   Assist in desktop publishing projects, specializing in graphic design techniques and the use of Adobe Photoshop and Microsoft Publisher.

QUALIFICATION REQUIREMENTS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

·   Education equivalent to a Bachelors Degree from an accredited college with major course work in information technology, computer science, or closely related field.
·   Experience with configuration, implementation, administration and support of Windows 2007 Professional and Server environments, IBM AS/400, Cisco IP Telephone, Cisco Unity Voicemail, HTML and Adobe Photoshop.
·   The position requires the use of personal or city vehicles on city business. Must maintain car insurance. Possession of or ability to obtain a Class C California Driver's License and a good driving record is required.

PHYSICAL AND MENTAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

·   Ability to frequently walk, kneel, crawl into small areas, climb, and lift 50 lbs.
·   Ability to travel to different city facilities.
·   Ability to be punctual and attend work on a regular and consistent basis.
·   Ability to concentrate with various interruptions and various noise levels.
·   Ability to be available off hours, on-call, and during emergencies.

WORK ENVIRONMENT: *The work environment and physical demands characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

·   Exposure to electrical, coaxial, network and telephony cabling.
·   Exposure to dirty/dusty workspaces.
·   Lifting 10-50lbs
·   Long periods of sitting in front of a computer monitor, 3-5 hours.
·   Crawling, stooping, bending, lifting over head, stacking computer inventory.

I acknowledge I have received and read my job description and understand and accept the responsibilities, qualifications, physical demands, and work environment this position requires.

> *Note:* *Accommodations may be made for some of the essential functions / requirements listed for qualified individuals who require and request such accommodation, due to a qualified disability.*

_____   _____

Employees Signature   Date

_____   _____

Supervisor's signature   Date

Printed name of employee: _____

Printed name of supervisor: _____