



INFORMATION TECHNOLOGY ADMINISTRATOR

*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 direction, performs advanced professional and technical information technology work to plan, develop, test and document computer programs and systems to assist with District operations; performs complex system designs and modifications; designs, installs, configures and troubleshoots computer networks and associated equipment; and performs related work as assigned.

CLASS CHARACTERISTICS

This is a single position, first-level supervisory class with responsibility for coordinating District information technology services, including complex information technology projects. This position is responsible for coordinating, directing, and evaluating assigned information technology staff. The incumbent manages projects from initial concept through system design, specification, and implementation. Projects typically involve computer programming; network design; security planning and administration; business needs analysis; and/or software analysis and recommendation. The incumbent also serves as the District's information technology subject matter expert, using substantial independent judgment and innovation to lead and coordinate the development of information technology initiatives to solve business problems and meet organizational objectives.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.

- Plans, coordinates, and implements a wide variety of information technology programs and activities to support District functions and improve the effectiveness and efficiency of District services.
- Serves as the District's information technology subject matter expert and provides input to District management regarding strategic information technology development.
- Provides general oversight of District technology systems; monitors servers and network operations to ensure their proper function; reviews error and event logs; performs server updates; creates documentation pertaining to District server and network systems.

- Participates in the Hiring process, in accordance with Human Resources rules and procedures, for identified assigned staffing vacancies.
- Plans and evaluates the performance of assigned staff; regularly monitors performance and provides coaching for performance improvement and development; takes disciplinary action, up to and including termination, to address performance deficiencies.
- Responds to end-user technology service requests; creates and manages user accounts and permissions; performs content updates for the District website; supports business software and systems by diagnosing and troubleshooting problems and implementing or recommending appropriate solutions.
- Ensures that scheduled back up jobs were successful; configures, monitors and diagnoses problems with backup and restore operations; performs disaster recovery planning and operations.
- Develops and maintains computer system and application designs in cooperation with end users to solve particular business problems.
- Develops and maintains network security systems and procedures.
- Researches and specifies computer workstation hardware and software for new purchases.
- Prepares new computer workstations for use with District network and installs necessary software; installs and maintains software on existing computer workstations.
- Implements new technologies as necessary allowing the District to keep up with industry trends; works with others to obtain knowledge of District user's activities.
- Works cooperatively with other users, employees, department managers, outside vendors and customers.
- Assists in the preparation of an assigned budget as it pertains to information technology.
- Performs related duties and responsibilities as required.

QUALIFICATIONS GUIDELINES

Knowledge of

- Advanced operations, services and activities of a comprehensive information systems program across multiple operating platforms.
- Advanced principles and practices of computer science and information systems.
- Advanced methods and techniques of system hardware and software troubleshooting and installation.
- Advanced methods and techniques of system and network analysis and design.

- Principles and practices of structured programming.
- Operational characteristics of multiple operating system and network environments and associated hardware, software, database and related components.
- Methods and techniques of evaluating business operations to develop technology solutions.
- Principles and procedures of quality assurance.
- Methods and techniques of developing technology testing procedures.
- Methods and techniques of designing, implementing and maintaining internet and intranet web sites.
- Web page and computer graphic design principles.
- Internet protocols.
- Principles and practices of local and wide area network protocols, security and administration.
- Principles and practices of technology project management.
- Methods and techniques of installing, configuring, maintaining and administering network servers, hardware and software.
- Operational characteristics of database programs.
- Principles and practices of database maintenance and administration.
- Relational database design theories, techniques and tools.
- Pertinent Federal, State and local codes, laws and regulations.

Ability to

- Supervise and evaluate the performance of assigned staff.
- Provide advanced level support for system, network and program analysis, implementation and maintenance.
- Detect, isolate and resolve complex information system problems.
- Recommend, design, implement and install systems and programs.
- Independently perform complex systems, network and applications programming and analysis duties.
- Design, configure, install and test local and wide area network servers, hardware, software, routers and associated components.
- Analyze procedures and data to develop logical solutions to complex systems problems.
- Troubleshoot and analyze complex local and wide area network operating system or hardware and software problems.

- Perform database maintenance and administration duties.
- Serve as the project manager on assigned information systems projects.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education

Graduation from an accredited four year college or university with a bachelor's degree in computer science, information technology systems, or a closely related field.

Experience

Three years of progressively responsible professional and analytical information technology experience.

Licenses/Certificates

- Possession of a valid California driver's license, Class C or higher, may be required.
- Possession of or ability to obtain, certification from District-provided CPR/First Aid training is required.

Physical Requirements

The following abilities are considered necessary to successfully perform the essential functions of this class; however, applicants who request accommodation will be considered on a case-by-case basis.

Ability to: communicate orally, in person and by telephone, in face-to-face, one-to-one, and group settings; sufficient manual dexterity to use office equipment such as computers, copiers, telephones and FAX machines; sit for extended periods of time; have hearing and vision within normal ranges; occasional bend, stoop, crawl and kneel; frequently lift, carry, push or pull 25 pounds.

Special Requirements:

Depending upon assignment, familiarity and/or experience with a particular software or hardware program or platform may be required.

FLSA: Exempt
Range: 108
Union: Non-Represented