City of South San Francisco
Human Resources Department

Information Systems Administrator
Class Description

Definition
Under general supervision, plans, develops, coordinates, implements, and supports the activities and operations related to the City's multi-user and server-based computer systems; installs and supports operating system and applications software; performs a variety of complex technical duties in the installation, repair, replacement, and maintenance of computer hardware and software; and performs other related duties as assigned.

Distinguishing Characteristics
This classification is assigned to manage the City's file servers and application servers. It is distinguished from the Telecommunications Coordinator in that the latter has responsibility for the voice and data telecommunications infrastructure. It is also distinguished from the Information Systems Technician in that the latter focuses primarily on installing and supporting single-user desktop computer systems and associated peripheral devices.

Typical and Important Duties
1. Manages and administers the City's multi-user and server-based computers, including installation and maintenance of operating systems and applications software.
2. Manages and administers the City's single-user computers, including installation and maintenance of operating system and applications software.
3. Implements goals, objectives, policies and priorities for assigned services and activities related to multi-user computers and servers, including security and system design.
4. Serves as a liaison with Citywide staff and information technology staff to define technical and operational requirements.
5. Installs and monitors computer hardware and software; interfaces multi-user computers and servers to peripheral equipment, including printers, hubs, routers, and other network devices.
6. Administers and coordinates user access and control; installs, maintains, and deletes users; assigns user rights, according to established policy under the direction.
7. Develops and administers disaster recovery procedures and backup systems.
8. Resolves complex problems with multi-user computers, printers, servers, software, peripherals, and other related equipment.
9. Identifies opportunities for service delivery improvements; analyzes and evaluates techniques for the implementation of new multi-user computer applications, hardware, and peripheral equipment.
10. Prepares written documentation on systems and procedures.
11. Advises and consults with users to develop required multi-user and server-based computer services.

12. Researches, analyzes, and evaluates computer hardware and software for desktop and network compatibility; confers with vendors; defines and documents server and client hardware and software requirements, recommends procurement of computer equipment and software.
13. Serves as a resource for information technology staff and City employees, providing assistance with questions and problems with computer hardware, software, and related peripheral equipment.
14. Maintains an inventory of all work activities as appropriate.
15. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:
- Current technology and implementation techniques of multi-user and server-based computers.
- Modern principles and practices related to Windows 2000, Windows NT, Windows 95/98, and Unix system administration.
- Methods, materials, and equipment used in the installation, maintenance, testing, and repair of multi-user and server-based computers.
- Current technology in the areas of microcomputer hardware and software.
- Detailed knowledge of Microsoft Exchange Server, Microsoft Internet Information Server, Microsoft SQL Server and Microsoft terminal server services is required.
- Principles of management, supervision, training, and employee development.

Ability to:
- Effectively manage all aspects of multi-user and server-based computers.
- Provide instruction and training to non-technical staff.
- Act as the technical lead and provide technical training and mentoring to departmental staff.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Analyze current and future computer requirements and needs.
- Provide technical advice and consultation to ensure efficient computer utilization.
- Stay current with new technological developments.
- Analyze data and develop logical solutions to problems.
- Recommend appropriate revisions to processes and procedures.
- Use initiative, discretion, and sound independent judgment within policy and procedural guidelines.
- Recommend appropriate revisions to processes and procedures.
- Prepare clear and effective financial, statistical, and narrative reports, correspondence, informational materials, policies, procedures, policies, and other written materials.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Represent the City effectively in contacts with elected and foreign officials, representatives of other agencies, City departments, and the public.

- Work in a safe manner modeling correct City safety practices and procedures; coach others and enforce adherence to safety policies and procedures; recognize, correct, and report safety hazards.
- Maintain confidentiality regarding sensitive information.

Skill in:
- Entering data into standard computer format with speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

Experience and Education

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

Experience: Three years of progressively more responsible demonstrated hands-on experience managing and administering multi-user and server-based computer systems.

Training: A bachelor's degree from an accredited college or university with major coursework in computer science or a related field.

License and Certificate

All licenses and certificates must be maintained as a condition of employment.
- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.
- MCSE Certification highly desirable.

Special Requirements

Essential duties require the following physical skills and work environment.

Physical Skills: Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, and climb; lift and carry 50 pounds; distinguish among various colors; distinguish various computer generated auditory signals; use common hand tools; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make public presentations.

Work Environment: Mobility to work in a typical office environment and/or field setting; exposure to confining workspace and electrical hazards.

Ability to: Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a clean and neat appearance; work protracted and irregular hours; respond to a pager; take 24-hour on-call and stand-by; attend evening meetings.

Approved: August 2000
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Former Titles:
Abolished:

Bargaining Unit: Mid-management
ADA Review: 2001, 2003
DOT: No
Physical: Class 3
Status: Classified/Exempt
EEOC Category: EF1\EJ2
Job Code: M650

ADA – Documentation of Essential Duties
1. SDE
2. MWE
3. SDE
4. SDE
5. SWE
6. SDE
7. SDE
8. SWE
9. MWE
10. OME
11. OME
12. MWE
13. SDE
14. SDE