



Midpeninsula Regional Open Space District

INFORMATION TECHNOLOGY PROGRAM ADMINISTRATOR

DEFINITION

Under general direction, plans, develops, coordinates, and provides technical support for District information and telecommunication systems; troubleshoots hardware and software problems associated with the District's information systems; installs hardware equipment and software applications; assesses user training needs and trains users in effective use of applications and equipment; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Services and Technology Manager. Exercises general supervision over assigned staff.

CLASS CHARACTERISTICS

This is a supervisory classification responsible for assigned information technology services programs and activities including implementation of District information systems/programs and functions, including the District's, computers, and related equipment. Responsibilities include maintenance of user accounts, maintaining the District's network infrastructure, including hardware, operating systems, and desktop/network applications. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and District activities, and extensive internal and external contact. This class is distinguished from other administrative support classes in that it performs complex professional duties that require advanced knowledge and specialization in information technology support programs and functions.

EXAMPLES OF ESSENTIAL FUNCTIONS *(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.

- Designs, analyzes, implements, and manages District-wide physical and virtual network and server infrastructure and data storage systems to accommodate District needs; ensures the functionality and operational stability of network and server infrastructure and systems.
- Plans and participates in the operations and activities of the District's information technology programs and functions, including the installation, maintenance, and upgrade of network security, required hardware and software infrastructure, and personal computers.
- Administers servers and databases; maintains the backup system for the District's data; designs, configures, and implements disaster recovery and backup solutions and procedures.
- Monitors and analyzes network and server performance; reviews system event/audit logs; detects problems and identifies inefficient use of resources.
- Researches, evaluates, and makes recommendations for the purchase of computer equipment and supplies; evaluates and recommends purchase of software and hardware.
- Prepares, administers, and is responsible for the budget for the assigned function; forecasts additional funds needed for equipment, materials, and supplies; administers the approved budget.
- Analyzes, evaluates, and diagnoses computer hardware and software problems associated with the District's information technology systems and related equipment; performs diagnostic testing and repairs equipment as needed.

- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends discipline to the IST Manager.
- Installs, configures, and maintains all network hardware and software, including switches, routers, and firewalls for network functionality and security.
- Interviews, analyzes, and documents end user work processes and infrastructure and system requirements; conducts technical reviews; develops or refines specifications; designs, recommends, implements, and evaluates upgrades, expansions, and solutions.
- Individually or as a team member, works on and is responsible for network and server infrastructure and system research, development, installation, upgrade, and maintenance projects, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out; defines project requirements, methods, and end objectives in consultation with end users; estimates and tracks project budget; coordinates project activities with team members, other information technology services staff, user representatives, and outside vendors.
- Develops and recommends comprehensive standards, policies, and procedures pertaining to network and server operations and security.
- Performs local area network (LAN) and wide area network (WAN) administration; researches, analyzes, designs, and implements changes to departmental databases and other programs; assists users in LAN and WAN procedures and programs and in efficiently accessing network resources.
- Maintains multiple servers, workstations, and terminals, ensuring proper integration of these components with existing system architecture.
- Moves and sets up workstations; installs desktop equipment, software, and network operating systems; installs emulation software and wiring connections to the District's network; installs, maintains, and troubleshoots connections, instruments, equipment, and switches; tests and certifies each installed connection.
- Maintains electronic communication systems and equipment, such as telecommunications and audiovisual equipment.
- Serves as a technical resource for maintaining, enhancing, and upgrading the District's current and long-term computer system operations.
- Develops goals, objectives, policies, procedures, and work standards for the assigned function.
- Researches and tests available computer products, analyzing the relevance of different types of software to District functions and requirements.
- Works with vendor representatives to identify and correct causes of hardware and software malfunctions and to perform enhancements; coordinates the work of outside consultants.
- Provides security authorization for application access and coordinates security maintenance on computer systems.
- Orders and maintains inventory, tracks and receives a variety of computer systems and telecommunications equipment, software applications supplies, training materials, and related needs adhering to established purchasing policies.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in information technology specifically network and server operations; researches emerging products and enhancements and their applicability to District needs.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and methods of administering and coordinating a comprehensive information systems and telecommunications program.
- Principles and practices of budget development, administration, and accountability.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Information technology systems and database management, including hardware equipment, software applications, security systems, computer networks, telecommunications, and other electronic office automation systems.
- Principles and practices of information technology and telecommunications systems analysis and design.
- Network and server infrastructure, storage, and security design, analysis, installation, and management methods and techniques.
- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.
- Windows, SQL server, and Unix based operating systems; local area network (LAN) and wide area network (WAN) design, operations, and support, OSI, and design/routing.
- Methods and techniques of scripting including Bash, MS SQL Server, and Visual Basic.
- System administration including Exchange, Windows Server, Office 365, and VoIP PBX.
- Virtualized server design and configuration utilizing Storage Area Networks (SAN) and server virtualization software like VMware.
- Industry standards for the backup and recovery of network and server infrastructure and data.
- Recent and on-going developments, current literature, and sources of information related to information systems and telecommunications programs.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Research techniques, methods, and procedures and technical report writing practices and procedures.
- Modern office practices, and methods.
- Principles and procedures of record keeping and reporting.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Coordinate, direct, and implement a comprehensive information systems and telecommunications program suited to meet the needs of the District.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Operate and script in Windows PowerShell, Exchange PowerShell, MS SQL Server.
- Recommend and implement goals, objectives, and practices for providing an effective and efficient information systems program.
- Analyze, diagnose, and troubleshoot information technology networks, servers, and systems and workstation hardware and software using logic to solve problems.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Perform specialized and technical support functions in the design, analysis, engineering, implementation, and management of network and server infrastructure, storage, and security.
- Perform analyses of network and server requirements and needs; identify, evaluate, and solve systems problems; design and implement new or revised systems and procedures; provide technical advice and consultation, and ensure efficient network and server system utilization.
- Participate in design sessions and process improvement sessions to identify business and user needs and discuss network and server capabilities and modifications needed for improvement.
- Establish and maintain a computer maintenance schedule.
- Present effective training programs and train users in the application and use of computer hardware and software.

- Interpret, apply, and explain applicable Federal, State, and local policies, procedures, laws and regulations.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Make sound, independent decisions within established policy and procedural guidelines.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone or radio, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education 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 graduation from an accredited four-year college or university with major coursework in computer science, information technology, information management or a related field and seven (7) years experience with information technology management with three (3) years at a supervisory or lead level specifically in computer systems, network management, or related field.

Licenses and Certifications:

- Possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen, as well as interpret colored warning and alarm lights on computer equipment; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas is often required. Finger dexterity is needed to frequently 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, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may be required to travel to District field sites where exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and mechanical and/or electrical hazards are possible. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work evenings, weekends, and holidays.

EFFECTIVE: December 2010

REVISED: August 2016

FLSA: Exempt