



Class Code:

Information Technology Administrator I/II

DEFINITION

Under general direction from the Information Technology Manager or Information Technology Supervisor, plans, designs, installs, administers, and optimizes the District's virtual and physical servers, including hardware, operating system and enterprise applications; plans, develops, and manages the District's local and wide area networks and related systems with responsibility for the design, installation, configuration, maintenance, administration, and security of network infrastructure, network and desktop equipment and peripherals, and network services and applications; leads, trains, directs, assists, and reviews the work of assigned technical staff; ensures the high availability of server and enterprise applications, configures all new implementations, and develops processes and procedures for ongoing management of servers, storage, network security, and backup systems, and related enterprise software applications; assists in overseeing the physical security, integrity, and safety of the data center, including backup and disaster recovery; coordinates and provides end-user support and training; assists with the preparation of budgets; and performs related work as required.

This is a broad classification with individual positions assigned to specific functional areas based on expertise; duties and assignments may overlap depending on the operational needs of the department and staffing levels.

DISTINGUISHING CHARACTERISTICS

Information Technology Administrator I is the entry-level class in the Information Technology Administrator series. Under close to general direction, within a framework of established policies and procedures, the incumbent learns and performs the full range of analytical, technical support, and lead duties. The incumbents provides functional direction and leadership to technical staff performing specialized technical support and network system administration tasks and performs more complex technical, administrative, and analytical tasks with overall responsibility for the operation and performance of servers, storage, and software systems in a multi-location, multi-platform environment. As experience and proficiency are gained, assignments become more varied and complex and the level of independent action increases within established guidelines. Assignments are given in specific terms and are subject to frequent review while in progress and upon completion by the Information Technology Manager or Information Technology Supervisor. There is limited latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the experienced, journey-level Information Technology Administrator II by the more routine nature and limited complexity of work assignments and the level of supervision received. The Information Technology Administrator I and II classifications are flexibly staffed. Upon recommendation of the immediate supervisor and approval of the department manager, incumbents in this class may advance to the Information Technology Administrator II after a minimum of three (3) years at the first level and with demonstrated proficiency to meet the job requirements of the Information Technology Administrator II classification.

Information Technology Administrator II is the experienced, journey-level class in the Information Technology Administrator series. Under general direction, within a framework of established policies and procedures, the incumbents are fully competent to perform a full range

of routine to highly complex technical and analytical tasks with overall responsibility for the operation and performance of servers, storage, and software systems in a multi-location, multi-platform environment and provides functional direction and leadership to technical staff performing specialized technical support and system administration tasks. Assignments are given in general terms and subject to review upon completion by the Information Technology Manager or Information Technology Supervisor. There is significant latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the Information Technology Manager class which is a mid-management classification responsible for the planning, direction, and management of all staff and operations relative to the District's information technology functions.

TYPICAL DUTIES

TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Plans, designs, configures, and coordinates the installation, administration and maintenance of physical and virtual server infrastructure, equipment, operating systems, network systems, and software applications to ensure high availability, performance, integrity, and compatibility; recommends and administers standards, policies, and procedures.
- Plans, designs, implements, and administers network security, disaster preparedness plans, and data backup/storage solutions for physical and virtual servers and related enterprise software applications.
- Monitors network and/or virtual and physical server and systems operations to identify performance, capacity, and utilization issues; directs or performs system tuning for optimum efficiency; provides performance statistics and reports.
- Manages enterprise directory services, email system, collaboration, and content management systems.
- Responds to escalated helpdesk issues on servers and enterprise applications, including troubleshooting hardware and software problems, user training, preventative maintenance and repair of network/desktop components and devices, provision of related technical assistance, and advice; resolves more complex server operating problems.
- Directs the work of consultants and technical staff; leads and monitors performance to ensure efficiency and timeliness.
- Directs and provides user support activities, including troubleshooting hardware and software problems, user training, preventive maintenance and repair of network/desktop components and devices and provision of related technical assistance and advice; and resolves more complex network operating problems.
- Assists in designing and implementing data center/server room security and access, monitoring environmental features including HVAC control and alarms.
- Reviews plans, drawings, and specifications of new and remodeled facilities to ensure adequacy and proper placement of information technology infrastructure.

- Works with the Information Technology Manager to prepare budgets for server, network, desktop, and storage infrastructure; develops specifications for capital purchases; makes purchase recommendations; maintains inventory and warranty records.
- Studies industry trends and innovations and participates in the development of long and short-term goals and objectives for the District's server, storage, and network infrastructure.
- Leads, coordinates, analyzes, and participates in design and review of new server systems, applications, and hardware; participates in key process improvements as they relate to new client/server applications and/or upgrades.
- Performs a variety of cybersecurity program management duties including implementing programs or projects to mitigate risks; designs and implements security architecture; trains District personnel on pertinent cybersecurity topics and alerts personnel to critical cybersecurity issues; conducts assessments designed to measure gaps and capabilities of the District's cybersecurity program.
- Coordinates and collaborates with other technical staff and business application owners to ensure availability, reliability, security, and scalability of servers and storage systems.
- Participates in a variety of meetings and work groups; serves as liaison and representative regarding server, storage, security, and enterprise applications to internal and external groups, vendors, and agencies.
- Analyzes, evaluates, and selects new or replacement software products and upgrades; coordinates or performs testing, implementation, and integration.
- Prepares and presents a variety of studies, reports, and correspondence; creates and maintains technical documentation for server and storage systems, software applications, and writes operating procedures for end users and technical staff; assists in training end users.
- May serve as a project lead for non-recurring information technology implementation projects.
- Performs other related work as required.

REQUIREMENTS

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

Education and Experience:

Possession of a Baccalaureate degree from an accredited college or university with a major in computer science, information systems, or a related field; and

Information Technology Administrator I: Four (4) years of experience in server, network, and systems design and administration, which includes experience at a project management level.

Information Technology Administrator II: Three (3) years of full-time experience equivalent to that of an Information Technology Administrator I within the District.

Knowledge, Skills, and Abilities:

Knowledge of: principles, methods, techniques, and current technologies in servers, virtualization, high availability, storage, network operating systems, enterprise email, and collaboration systems; Microsoft server operating system, Microsoft Clustering, VMware and Hyper-V, Active Directory, Exchange, Azure, SharePoint, and SQL Server; security and administration across multiple platforms; Cybersecurity on OS Server, systems, and applications; architecture on cloud secure connections and services interconnecting to local networks; network infrastructure components and equipment and desktop computer equipment and peripherals; network protocols, operating system configuration, and storage technologies such as SAN and NAS; DNS, routing, authentication, VPN, proxy services, and DDOS mitigation technologies; coding practices, ethical hacking, and threat modeling; firewall and intrusion detection/prevention protocols and end point security; methods and techniques of evaluating and tuning server and storage performance; principles and techniques of work planning and leadership; methods and techniques of project management; principles and practices of budgeting and purchasing; principles, methods, and techniques of effective user support including troubleshooting, training, and technical consultation; safe work practices and the ability to identify workplace hazards and/or unsafe conditions and take appropriate corrective action; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: plan, design, configure, and coordinate the implementation, administration, and maintenance of complex networked server systems and software applications; independently identify, evaluate and recommend new technologies and products to meet District needs; develop and implement standards, procedures, and controls; analyze complex technical problems and develop sound conclusions and recommendations; detect, prevent, mitigate, and investigate cyber threats and infrastructure weaknesses; plan, assign, monitor, and provide leadership to the work of others; install, configure, troubleshoot, and maintain a variety of server components, computers, and peripheral equipment; provide training, technical assistance, and consultation to end-users; prepare clear, concise and accurate budgets, reports, analyses, records and correspondence; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Additional Requirements:

- Some positions may require a valid driver's license and a satisfactory driving record.
- Certified Information Systems Security Professional (CISSP) certification is desired.
- Certifications in system administration (e.g. VMware, Azure and Microsoft Office 365) are desired.

Working Conditions/Physical Requirements:

The essential functions of these classifications are performed in a controlled-temperature office environment and require the ability to: intermittently sit, stand and walk; twist and reach with hands and arms; bend, stoop and kneel to access and service equipment; use finger dexterity and hand strength to perform simple grasping and fine manipulation in the operation of equipment and keyboards and assembly of parts and terminate cables; speak and hear to communicate in person and by telephone; see to read computer screens and documents; use color vision to distinguish wiring and indicator lights; use a sense of smell to perceive overheated equipment; and exert the strength to lift and carry equipment weighing up to 30 pounds.

Information Technology Administrator I/II

Approved: _____
Human Resources/Risk Manager