



Tuolumne Utilities District
Job Description
**INFORMATION TECHNOLOGY &
SYSTEMS ADMINISTRATOR**

POSITION:	Information Technology & Systems Administrator	DEPARTMENT:	Finance
REPORTS TO:	Finance Director	FLSA STATUS:	Exempt
PAY RANGE:	50	DATE PREPARED:	May 2017
INCUMBENT:			

General Description:

Under the general supervision of the Finance Director, is responsible for administering and overseeing the District's information technology and systems, including planning, project management and implementation, budgeting, maintenance and security. This includes the installation, administration and maintenance of enterprise Windows servers and the LAN and WAN operation infrastructure in a Microsoft environment. This includes system upgrades, system documentation, daily administration, and problem resolution as well as assisting staff and users in problem resolution related to hardware, software and communication issues, software systems implementation including data conversion, development of information systems related standards, specifications and administrative procedures and practices.

Essential Functions: - *Essential responsibilities and duties may include, but are not limited to, the following:*

- Performs a variety of specialized duties in the training and support of users of all District computer systems, including personal computer systems, Finance, Payroll, Utility Billing, Imaging systems, Security systems, telephone and Internet systems and local area networks.
- Administer, document, inventory and establish policies and procedures for district-wide technologies including servers, workstations, and LAN, WAN, VOIP, and wireless communication networks.
- Maintain system infrastructure, including servers and software environments and security systems.
- Ensure the ongoing upgrade and replacement of desktop computers and ancillary hardware and software.
- Participates in strategic planning and makes recommendations to ensure productive implementation and use of information technologies for the District.
- Ensure the installation, upgrade, implementation including data conversion, and correct operation of system software including operating systems, security programs, basic office software, e-mail, internet access, financial management system and customer billing system software, CAD and associated mapping and graphical packages; other such software selected as District standards.
- Manage and administer the Districts telecommunications systems including the telephone system including voice over internet protocol, voice-mail, staff telephones and cell phones, conference calling equipment, and remote call centers that may be established.
- Design and support an overall intranet infrastructure supporting internal and external web-based computing requirements.

- Monitor, evaluate and take necessary action to improve computing and/or telecommunication resource use, deployment, production, and performance, including security.
- Ensure the proper licensing and control of software.
- Analyzes network capacity and growth requirements and recommends network upgrades and enhancements to meet long-term District needs.
- Plans and manages and participates in the installation of network upgrades and conversions; develops and recommends network contingency and disaster recovery plans; develops specifications for network hardware, software and cabling upgrades and enhancements; participates with the systems administration team to evaluate and recommend network and systems hardware and software.
- Establishes and maintains proper access privileges, issues necessary computing and other necessary electronic and communications equipment to employees; instruct employees in proper use, maintenance, and security.
- Maintain current professional knowledge of IT systems, equipment, and procedures.
- Serves as network security administrator, including administering the firewall rule base; monitors for network intrusions; develops, recommends, implements and enforces the corporate network security policy and remote access standards and guidelines.
- Establish and maintain effective working relationships with all persons met in the course of doing the work.
- Provide support for the preventive maintenance of SCADA and GIS systems.
- Perform other duties as assigned.

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.

Knowledge of:

- Windows and Exchange Server experience, with associated software programs.
- Operation and use of personal computers and programs as used in control systems.
- Safe work practices.
- Correct application and usage of the English language, including spelling, grammar and punctuation.
- Principles and techniques of systems analysis and development.
- Program planning; computer programming and processing.
- Telecommunications systems and concepts.
- Electronic data processing equipment and capabilities of computer systems; systems evaluations.
- Computer methods and techniques; systems and administrative operation procedures analysis and design.
- Principles and practices of inventory and recordkeeping.
- Administration of remote access utilities.
- Modern office procedures, methods, and computer equipment.
- Networking concepts, execution and maintenance of installed equipment.
- Training and development techniques.
- Principles and techniques for project planning, scheduling, and control.

- Effective communication and leadership techniques.
- Budget preparation and control.

Ability to:

- Design, implement, and manage local area and wide area networks.
- Perform advanced troubleshooting on network hardware, software and connectivity problems.
- Use a variety of tools and equipment with skill and safety.
- Prepare and maintain accurate, required written records, inventory and reports.
- Follow oral, written and coded instructions.
- Establish and maintain cooperative and effective working relations with those contacted in the course of the work.
- Read and write at the level required for successful job performance.
- Effectively plan and organize work to meet rapidly changing needs as well as strategic objectives.
- Analyze systems data and situations, identify problems, reason logically, and develop conclusions and effective solutions.
- Communicate clearly and concisely, both orally and in writing.
- Keep current on changes, trends, and developments in the information systems industry.
- Establish, monitor, and control project priorities, and schedules to accomplish assignments.
- Explain technical concepts in non-technical terminology and train others in the operation and application of personal computer systems.

Physical Demands:

The physical demands described herein 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.

While performing the duties of this job, the employee is regularly required to speak and hear to effectively interface with other staff members, the public, and outside vendors; maintain the capacity to sit and operator a computer, keyboards, keypads, telephones and other electronic devices for a period of time; walk, stand, kneel, crawl, climb and descend stairs, lift, pull, stoop, bend, squat; and use hands and fingers to write and to handle, grip, feel and operate tools and equipment. On occasion, the position requires the ability to travel on District business and to visit and inspect District facilities and projects that require traversing uneven or difficult terrain, in all types of weather conditions. Occasionally required to lift and/or move up to 50 pounds when replacing, installing, or repairing computer equipment.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

Work Environment:

The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Outside: On occasion, the position requires the ability to travel on District business and to visit and inspect District facilities and projects that require traversing uneven or difficult terrain, in all types of weather conditions.

Inside: Many of the job activities are performed indoors in a temperature-controlled environment.

Noise/Vibration: Varying low to high equipment noise, while working in the Main Server Room or with other equipment.

Education and Experience Guidelines:

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

Education/Certification:

- High school diploma or general education degree (GED).
- Equivalent to a Bachelor's degree from an accredited college or university with major course work in management information systems, computer science, data processing, or a related field. Microsoft network certification desirable.
- Completion of an educational or vocational training program which certifies the training necessary to successfully perform the duties and responsibilities of the position may, at the sole discretion of the District, may be substituted for the Bachelor's degree requirement noted above.
- Must possess a valid California driver's license, have a satisfactory driving record, and be insurable by the District to operate District vehicles.

Experience:

- Four (4) years of increasingly responsible experience in network administration, operation and support which has included the following: experience administering Internet connectivity and performing Intranet web maintenance; troubleshooting and repair work on network and personal computer equipment, experience utilizing remote network access software products; and experience in administration of computer networks using Microsoft Windows Server. Experience working in a public agency is highly desired, but not required.

Work Hours:

7:00 a.m. to 4:00 p.m., Monday through Friday. Subject to change as required to meet the needs of the District. Work outside of regular work hours will be required.

I agree to adhere to the requirements stated in this job description.			
_____	_____	_____	_____
Supervisor's Signature	Date	Employee's signature	Date
Approved by General Manager: Approval Date: ____ / ____ / ____			