

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 20, 2011

POSITION TITLE: **SYSTEMS ADMINISTRATOR/SENIOR SYSTEMS ADMINISTRATOR**

GRADE LEVEL: E/C

SUPERVISOR TITLE: Datacenter Operations Supervisor

FLSA STATUS: Exempt Non-Exempt

BARGAINING UNIT: RCWDEA RCWD MPCEA

DEFINITION

Under administrative direction, this position is responsible for administering District wide technology systems and related supporting infrastructure consisting of a variety of operating environments on various hardware platforms.

CLASS CHARACTERISTICS

Systems Administrator

This is a full time, non-exempt journey level position in the information systems and technology class series. Positions assigned to this level independently perform highly technical and specialized system analysis functions. Oversee helpdesk needs and operations and work with consultant helpdesk staff to ensure customer problem resolution is achieved within District Service Level Agreements (SLA's). Overall systems analysis, maintenance, and troubleshooting of multiple datacenter systems including, document management image server, GIS server, data file and print networks, network attached storage servers, web and firewall servers, network hardware management with switches, routers and their related wiring and connections. They may also provide technical assistance and training in the completion of assigned duties, programming and software development and relational database integration. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit.

Senior Systems Administrator

This is a full time, non-exempt senior level position in the information systems and technology class series. Positions assigned to this level are fully competent to independently perform highly technical and specialized system analysis, troubleshooting, and maintenance functions. This position will also be responsible for overall systems analysis and troubleshooting of multiple enterprise wide systems. The systems include ERP, CMMS, CIS and related applications, document management system, active directory environment, virtualization environment, SAN and NAS systems, network hardware management including enterprise wireless and wired switches and access points, routers and internet connection appliances, back-up systems and replication, VoIP phone system and related equipment and all IDF and MDF wiring and related connections. This job classification is represented by the Rancho California Water District Employees

Association (RCWDEA) bargaining unit.

Systems Administrator

EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):

- ✎ Troubleshoot and administer LAN/WAN physical network
- ✎ Assist in administering and managing all servers
- ✎ Assist in administering an asset management database
- ✎ Assist in the management of legacy enterprise financial accounting system
- ✎ Administer and manage the document management image server and clients
- ✎ Assist in administering VoIP telephone system with advanced features of ACD, IVR and voicemail
- ✎ Ensure the integration of GIS and subsystems to the network
- ✎ Administer and oversee the check processing system server and scanner
- ✎ Assist in administering the web and firewall servers
- ✎ Assist in administering and managing the District internet, intranet and e-mail server
- ✎ Assist with long range capacity planning, program development for LAN systems, database integration, web based business, and the District internet and intranet
- ✎ Assist in development, implementation and overseeing of a comprehensive disaster recovery plan
- ✎ Respond to service and trouble calls from users in a courteous and efficient manner
- ✎ Handle system and end user problem resolution professionally and within District SLA's
- ✎ Repair PC hardware, peripheral and communication devices; including coordination with outside service technicians and service providers
- ✎ Deploy new and replacement upgrades for user desktop hardware and software
- ✎ Assist with administering and enforcing District software and license policy guidelines
- ✎ Perform related duties as assigned

QUALIFICATIONS

Knowledge of:

- ✎ All currently supported Microsoft desktop and server operating system products
- ✎ Currently supported Microsoft office suites and applications
- ✎ Currently supported Microsoft SQL server editions
- ✎ Currently supported Microsoft Exchange server editions
- ✎ Various other industry standard database technologies
- ✎ Various system wide administration and security software management programs
- ✎ Dell and HP desktop, notebook and server products
- ✎ Toshiba and Panasonic notebook products
- ✎ Ethernet wiring and cabling general specifications
- ✎ Phone system wiring, punch-downs and general specifications
- ✎ Proper work safety standards

Ability to:

- ✎ Build consensus and establish effective working relationships with all levels of the organization

- ✎ Troubleshoot and repair PC and server hardware
- ✎ Respond to end-user clients in a courteous, efficient and professional manner
- ✎ Troubleshoot and repair network switches and other hardware
- ✎ Understand and carry out verbal and written directions
- ✎ Troubleshoot peripherals including HP, Xerox, Cannon, Ricoh, and Epson printers
- ✎ Participate in multiple projects
- ✎ Troubleshoot software integration
- ✎ Use current technology such as intranets, internets and WAN for researching, firmware downloads, data transfers, user group postings and feedback, and more
- ✎ Prototype and test systems prior to use on production servers or in a production environment
- ✎ Comply with the District's safety, health and environmental policies

SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Four (4) to six (6) years of verifiable experience with systems administration and LAN / WAN networks and management of information systems.

Training: Equivalent of an associates or bachelor's degree in computer science or related field.

Licenses/Certificates:

- ✎ Certification such as Microsoft MCP or MCSE, Comm Vault Administrator or Engineer, required or ability to obtain within one (1) year of employment
- ✎ A+ Certified in PC repair, required
- ✎ California class C driver's license, required

*In addition to the qualifications for a **Systems Administrator**:*

Senior Systems Administrator

EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):

- ✎ Administer and manage remote access VPN server and related connections and requirements
- ✎ Administer and manage all servers
- ✎ Administer and manage a Windows Active Directory domain
- ✎ Assist in the testing, management and administration of a multi-site replicated SAN solution
- ✎ Administer and manage multiple VMWare HA clusters
- ✎ Assist in administering a Microsoft SQL HA database cluster
- ✎ Assist in administering, developing and integrating all databases
- ✎ Maintain and administer multiple IBM WebSphere servers
- ✎ Maintain and administer Crystal Report RPS server
- ✎ Assist in the building, testing and delivery of custom Crystal reports to Lawson Financial system users
- ✎ Assist in the testing, management and administration of a Lawson Financial system
- ✎ Assist in the testing, management and administration of a Lawson Human Resources

- ✎ (HCM) system including Employee Self-Service (ESS) module
- ✎ Assist in the testing, management and administration of a Lawson Procurement (SCM) system including a Requisition Self-Service (RSS) module
- ✎ Assist in the testing, management and administration of a Lawson Business Intelligence (LBI) system
- ✎ Assist in the testing, management and administration of Lawson Application Security Environment (LASE)
- ✎ Assist in building, testing and maintaining of custom Lawson forms using Lawson Design Studio
- ✎ Utilize and build custom Java scripts to build and maintain Lawson forms and programs
- ✎ Assist in building, testing and maintaining custom Lawson interfaces and process automation utilizing Lawson Process Flow application
- ✎ Assist in the testing, management and administration of a VoIP telephone solution
- ✎ Maintain and administer a internet use tracking system
- ✎ Assist with long-range capacity planning, program development for all enterprise systems and functions of the IT department

QUALIFICATIONS

Knowledge of:

- ✎ Currently supported Microsoft ISA server editions
- ✎ Microsoft Failover Clustering and MSCS
- ✎ IBM Unidata and other industry standard databases
- ✎ Lawson systems management and required peripheral applications
- ✎ VMWare ESX server virtualization including HA and DRS functions
- ✎ ASSP Anti-SPAM software
- ✎ Basic Java functions and scripting
- ✎ Various other reputable mail servers
- ✎ Current available Internet products and software solutions
- ✎ Telnet and legacy type database connections
- ✎ Cisco IOS and products
- ✎ Extreme Networks advanced level networking
- ✎ Coyote Point Network Load Balancers
- ✎ SonicWall firewalls
- ✎ Symantec Anti-Virus system
- ✎ FatPipe Internet connection aggregators
- ✎ WLAN protocols and related security requirements
- ✎ LANSweeper asset management system
- ✎ Hitachi SAN, including distance replication
- ✎ EMC Application Xtender
- ✎ CommVault Simpana backup system
- ✎ R.T. Lawrence payment remittance system
- ✎ 3Com VCX VoIP phone system, protocols and administration
- ✎ EasyRun EPIC IVR/ACD System

Ability to:

- ✎ Manage multiple projects simultaneously
- ✎ Troubleshoot and repair or replace server hardware
- ✎ Discern appropriate level of support needed to respond to a problem

- ✎ Respond to end-user clients in a courteous, efficient and professional manner

SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Six (6) or more years of verifiable experience with increasing responsibilities in systems administration, application support, LAN/WLAN/WAN networks, security administration, and related management of information systems.

Training: Equivalent of bachelor's degree in computer science or related field, variety of training certificates on multiple related disciplines, i.e., Microsoft courses, ERP administration courses, etc.

Licenses/Certificates:

- ✎ Certifications such as Extreme Networks ENA, ENS, or ENS-W, Microsoft MCP or MCSE, MCTS or MCITP, CommVault certified administrator or engineer, or Hitachi Data Systems certification, required or ability to obtain within one (1) year of employment
- ✎ A+ Certified in PC repair, required
- ✎ California class C driver's license, required

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The essential functions of this position will require the employee to perform the following physical activities:

- ✎ Communicate verbally with District management, co-workers and the public in face-to-face, one-to-one and group settings
- ✎ Regularly use a telephone for communication
- ✎ Uses office equipment such as a PC, copier and fax machines
- ✎ Sit for extended time periods
- ✎ Hearing and vision within normal ranges
- ✎ Heavy lifting (up to 50 lbs.) and ability to stand, walk, kneel, crouch, stoop, squat, twist, and climb
- ✎ Exposure to confined working space and potential electrical hazards

OTHER REQUIREMENTS

- ✎ May be required to work nights, weekends, holidays, and overtime as necessary

Employee Signature

Date

Supervisor/Manager Signature	Date
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