

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 1, 2022

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

GRADE LEVEL: E39 / E43

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 FHRIS, CMMS, CIS/Billing, EDMS and related applications, 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 IT asset management database
-  Assist in the management of enterprise financial accounting system
-  Assist in the management of electronic document management system
-  Assist in administering VoIP telephone system with advanced features of ACD, IVR and voicemail
-  Ensure the integration of GIS and subsystems to the network
-  Assist in administering production and test DMZ 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 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
- ✎ Various server, desktop, notebook and tablet 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 simultaneously
- ✎ 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 or training in Microsoft, VMWare and a variety of Network and Cybersecurity technologies desired

- ✎ A+ Certified in PC repair
- ✎ 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 systems 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 clusters
- ✎ Assist in administering a Microsoft SQL databases/clusters
- ✎ Assist in administering, developing and integrating all databases
- ✎ Assist in the building, testing and delivery of custom reports to FHRIS and CIS/Billing system users
- ✎ Assist in the testing, management and administration of FHRIS and CIS/Billing systems and application security
- ✎ Assist in the testing, management and administration of a VoIP telephone solution
- ✎ Maintain and administer an internet use tracking system
- ✎ Assist with long-range capacity planning, program development for all enterprise systems and functions of the IT department
- ✎ Assist with the installation and upgrade of ALL core ERP systems.
- ✎ Maintain and upgrade district email systems as required
- ✎ Maintain remote access work applications and remote desktop connections
- ✎ Understand and manage micro segmented network infrastructure to improve security posture and maintain secondary data center for disaster readiness
- ✎ Manage all firewalls to include network routing, rules, patches, break/fix, updates and subscriptions
- ✎ Optimizing server infrastructure for use in a virtualized environment

QUALIFICATIONS

Knowledge of:

- ✎ All currently supported Microsoft server editions
- ✎ Microsoft Failover Clustering and MSCS
- ✎ Currently supported Microsoft Exchange Server
- ✎ Currently supported Microsoft SQL Server

- ✎ Microsoft RDP and VPN solutions
- ✎ IBM Unidata and other industry standard databases
- ✎ Inform Lawson systems management and required peripheral applications
- ✎ Harris Cayenta Utility Billing and CIS systems
- ✎ Inform Hansen CMMS system
- ✎ VMWare ESX server virtualization including HA and DRS functions
- ✎ ASSP Anti-SPAM software
- ✎ Basic Java functions and scripting
- ✎ Various other reputable mail servers
- ✎ Citrix Remote Application servers and systems
- ✎ Telnet and legacy type database connections
- ✎ Cisco IOS and products
- ✎ HP Server and Network hardware
- ✎ Extreme Networks advanced level networking
- ✎ Palo Alto Next Generation firewalls
- ✎ Next Gen Anti-Virus and End Point protection systems
- ✎ Fat Pipe Internet connection aggregators
- ✎ WLAN protocols and related security requirements
- ✎ LANSweeper asset management system
- ✎ Nimble Storage, including distance replication
- ✎ EMC Application Extenders
- ✎ Hyland On Base ECM (EDMS)
- ✎ Veeam backup system
- ✎ Shoretel VoIP phone system, protocols and administration
- ✎ Shoretel 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 and VMWare VCP desired. Administration and training on Enterprise level storage and Disaster Recovery systems beneficial
- ✎ A+ Certified in PC repair
- ✎ 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:

- ✎ Frequently use office equipment such as a computer, copier and FAX machine
- ✎ Must be able to carry, push, pull, reach and lift materials and objects up to 25 lbs.
- ✎ Extended standing, walking, sitting, reaching, stooping, and bending
- ✎ Communicates verbally with District management, co-workers, and the public in face-to-face, one-on-one, and group meetings
- ✎ Regularly uses a telephone or radio for communication
- ✎ Ability to speak and hear both in person, by telephone, and radio
- ✎ Vision within normal ranges including color vision with or without correction
- ✎ Regular attendance
- ✎ Exposure to confined working space and potential electrical hazards
- ✎ Work in a temperature controlled office environment with moderate noise
- ✎ Occasional travel by automobile conducting District business

OTHER REQUIREMENTS

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

_____	_____
Employee Signature	Date
_____	_____
Supervisor/Manager Signature	Date