

**MERCED IRRIGATION DISTRICT
SYSTEMS ADMINISTRATOR**

FLSA Status – Non-Exempt
Unrepresented – Grade N

DEFINITION:

Under general direction of the Information Technology Manager, this position functions as an administrator for desktop and server systems as well as active directory administration, management and support. This position frequently works independently in receiving and resolving customer needs, providing information and interacting with District staff. This position assists in the specialized duties of installation, configuration, service, training, and support of all District computer systems, including personal computer systems, security systems, fuel systems, servers, telephone, email and Internet/intranet systems. Some support is also provided for the SCADA and GIS systems. This position provides customer service and carrying out procedures in the troubleshooting and support of personal computers and networks, and exercising judgment in support requests by other departments under the Information Technology Help Desk request system. This position will also perform related duties as required.

ESSENTIAL FUNCTIONS OF THE POSITION:

- Demonstrate a strong commitment to customer service;
- Supports the Information Technology Manager in achieving the departmental and the District's mission, plans, objectives and values;
- Assist with planning, installing, evaluating, monitoring and maintaining client/server operating system releases, enhancements and/or application software that resides on personal computers or on network systems;
- Assist with establishing and enforcing standards and procedures relating to operating systems software products, group policy management and security procedures/policies;
- Evaluates, troubleshoots, diagnoses, and documents operating problems with computer hardware, software, and network connectivity; resolves complex problems related to local and wide area network computers, printers, services, software, peripherals, and other related equipment, performs routine cleaning, repairs, and replacement of computer equipment;
- Plans, coordinates, implements, and maintains District network security measures, including end user training programs;
- Configures, administers and maintains security systems for District facilities, including electronic key systems, cameras and gate access systems;
- Develops and evaluates options and enhancements to support applications and technologies;
- Assists in implementation of District's Disaster Recovery Plan;
- Assists in the planning, testing, and implementation of programs to ensure network system backup and recovery;
- Adheres to and enforces all stated District safety policies and procedures;
- Participates in processes to keep the I.T. Strategic Plan current;
- Assists in the support and maintenance of the Finance, Payroll, and Utility Billing applications, including other enterprise applications and services;
- Assists in the training and implementation of District IT guidelines & policies;
- Development and administration of District wide IT training program;
- Tracks software and operating systems licensing;

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- General domain administration duties including Group Policies, User Accounts, DNS and LDAP as needed.
- Applying operating system updates, patches, configuration changes using change management procedures.
- Exchange administration & email spam filtering.
- Performing routine audit of systems and software.
- Performs special projects, and additional duties and responsibilities as required.

QUALIFICATIONS:

Any combination of experience and education that would prepare the candidate for the duties and responsibilities of the position is acceptable.

Education:

Any combination of education and experience that would provide the required knowledge and skills may be qualifying:

- MCP, MCSE, MCSA, CCNA, CCNP, A+, NET+, SEC+, CCISP, GCCC or other professional certifications in one or more fields of information technology is desirable;
- Bachelor of Science Degree from an accredited college or university with a major course work in computer science, information systems, business information systems, business administration or a related field is desirable.

Experience:

- Five (5) years of experience operating, installing and supporting personal computers and/or network administration. Experience in Microsoft Server Operating Systems & VMWare virtual environments.

Ability to:

- Communicate effectively orally and in writing;
- Coordinate and facilitate work with others and train and guide others;
- Lift and move equipment weighing up to 60 pounds;
- Troubleshoot and perform routine maintenance on computer systems;
- Reason logically, use a variety of techniques to resolve problems, manage time and resources, concurrently handle multiple assignments and work under deadlines;
- Configure desktop computers and related peripherals;
- Work outside of normal business hours;
- Learn and adapt quickly to changes in technology.

Knowledge of:

- Microsoft Windows Operating Systems;
- Microsoft Office Suite;
- Data Communications hardware, software, protocols and technologies including switches, routers, firewalls, WAN, LAN, 802.11x, TCP/IP, and Ethernet Wiring;
- Security hardware and software including antivirus systems, spam filtering hardware and/or software and intrusion prevention/detection systems and Internet content filtering systems;
- Database technologies;
- Website technologies;
- Backup and recovery technologies;
- Storage area network (SAN) technologies;

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- Cisco VoIP technologies;
- Wireless technologies;
- Network management technologies;
- Network security technologies;
- Email server technologies (Microsoft Exchange);
- Systems documentation procedures and methods;
- Systems and network security administration;
- Active Directory and Group Policies.

Necessary Special Requirements:

- A valid California Class C Driver License and the ability to maintain insurability under the District's vehicle insurance program;
- Abide by all District policies, guidelines and rules.

ENVIRONMENTAL FACTORS:

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun;
- Irregular or extended work hours: Occasionally required to change working hours or work overtime;
- Work performed in an office environment.

The mental and physical demands described here 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:

ESSENTIAL MENTAL ABILITIES:

- Exercise independent judgment;
- Self-directing and organized;
- Reason objectively;
- Assess, project and plan work activities on a daily and weekly basis;
- Interpret state/ federal/agency regulations;
- Document concisely, accurately and timely;
- Handle a variety of duties which may be interrupted or changed by immediate circumstances.

TYPICAL PHYSICAL DEMANDS:

- Communicate orally and in writing with District management, co-workers, outside auditors, customers, and the public in face-to-face and one-on-one settings;
- Transport, set-up and removal of promotional equipment and materials at various public functions;
- Use of office equipment such as computer, copiers, scanners, and fax machines;
- Capable of negotiating stairways and uneven ground from time to time.

Sitting: Remains in a seated position for up to eight (8) hours per day;
Hands/Arms: Operates computer for up to eight (8) hours per day;
Lifting: Raises and lowers boxes and supplies up to twenty-five (25) pounds;
Stooping: Bends body downward and forward by bending at the knees or waist;
Talking: Expresses ideas and shares information by means of spoken work in person and by telephone;
Hearing: Hears well enough to receive communications in person and by telephone;

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Vision: Reads written and video messages for up to eight (8) hours per day. Operate vehicles and office equipment.

SUPERVISION:

The position receives general supervision from the Information Technology Manager.

I have reviewed this Job Description with my Supervisor and agree with its contents.

Employee Signature/Date

Supervisor Signature/Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.