

CITY OF SALINAS

COMPUTER SYSTEMS ADMINISTRATOR

BARGAINING UNIT/CLASS CODE:

AMPS /H06

DEFINITION

Under the administrative direction of the Information Systems Manager, performs highly responsible administrative and technical work in developing, maintaining and managing technology functions, and provide assistance and training to the City of Salinas Departments on the use of computing equipment.

DISTINGUISHING CHARACTERISTICS

This classification is primarily responsible for serving the technology needs of one or more departments. Incumbents independently perform a full range of technical analysis and evaluation of the systems. Directs the research and development of new technological solutions and on-going support and maintenance of existing department-specific applications.

SUPERVISION RECEIVED AND EXERCISED

Incumbent receives general supervision from the Information Systems Manager. Technical and functional supervision may be provided by higher-level Department staff and Information Systems staff members. Exercise indirect supervision over contract employees.

ESSENTIAL JOB FUNCTIONS OF THE POSITION Duties may include, but are not limited to, the following:

Administers the development and maintenance of all Department(s') computer systems, including local area networks dedicated to the department(s') operations. Perform network-connected equipment troubleshooting to isolate and diagnose common problems. Configure, maintain, and install workstation hardware and software. Assist in developing and overseeing projects. Confer with users regarding operating problems. Diagnose malfunctions, and identify if a problem is software or hardware related, subsequently performing corrective repairs or arranging for repair on the workstations, servers, and peripherals. Provide technical support of workstation connectivity, application, and database server access. Coordinate all receiving, installation, setup, and deployment of computer equipment. Review purchase orders pertaining to computer purchases to ensure compatibility with City standards. Oversee installation and upgrades of existing computer systems. Train users in the use of hardware and software. Assist in preparing time and cost estimates of proposed projects involving PC computers and/or peripherals. Assist with evaluating the needs of the department. Assist with equipment and software license inventory. Assist in documentation and procedures for users and for internal use. Maintain the confidentiality of department information. Assist with evaluating hardware and software packages and making recommendations concerning their capabilities and appropriateness for the network environment of the City. Participate in the development of City-wide data standards. Promote the mission values and organization of an effective public organization, particularly in the area of customer service. Promote and maintain safety in the work place. Perform related duties as assigned.

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental, and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, computer, business machines, and related equipment; vision sufficient to read printed materials and visual display terminals, with no color deficiencies; hearing sufficient to hear computer terminal warning sounds and speaker systems, and to conduct in-person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and in addressing groups for training purposes; physical agility to push/pull, squat, twist, turn, bend, stoop and reach overhead while moving personal computers, monitors, and equipment short distances or onto carts; physical mobility sufficient to move about the work environment, physical strength to lift up to 30 lbs., infrequent need to lift up to 40 lbs. of computer hardware; required to lift computer hardware from the floor to a cart or desk; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, and make valid judgments and decisions.

WORKING CONDITIONS

Business office working environment subject to sitting at a desk for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of loaded equipment carts and supplies, reaching in all directions, and prolonged periods of time working at a computer terminal. Ability to walk from office-to-office, or building-to-building, to make computer repairs. Physical mobility sufficient enough to move about the work environment. Drive a motor vehicle, travel to attend classes, seminars, and occasional out-of-town meetings during both work, and non-work, hours. Be available for emergency call back.

QUALIFICATIONS

Knowledge of:

Windows operating systems commands and concepts. Software application packages commonly used in government administration, including the MS Office suite of programs. Public safety or other information management applications. System Administrator commands and concepts. Project Management for computing services projects. Job planning, prioritizing and scheduling techniques. Personal computers connecting to the internet. Computer documentation procedures. Data processing and basic programming techniques. Networking concepts including, but not limited to, multiple operating system configurations. Computer and peripheral equipment maintenance, methods, and procedures. Understanding of emergency procedures related to computer equipment.

Ability to:

Work effectively and cooperatively with computer system users and Department staff. Identify, evaluate, and solve problems with computer systems and network connected equipment. Read, interpret, and apply technical publications, manuals, and other documents. Learn and understand data processing concepts and programs used by the City. Communicate effectively with personnel of user Departments, both orally and in writing. Assess training needs and implement appropriate training and educational programs for users. Schedule and perform work within time limits and deadlines. Troubleshoot both hardware and software problems and determine effective solutions. Understand and follow verbal and written instructions. Work safely around electronic equipment. Effectively deal with equipment malfunctions, deadlines, and fluctuating workloads. Work with, and maintain the confidentiality of, sensitive information. Collaborate with all City staff and/or outside personnel is an essential part of the position.

Skills:

Operate multiple computer systems, communications, and peripheral equipment.

License or Certificate:

Possession of a valid California Driver's License. Possession of technology certifications, such as CompTIA A+, CompTIA N+, Microsoft Certified Professional (MCP), CISCO Certified Network Analyst (CCNA), and/or Cisco Certified Wireless Associate (CCWA), Certified Wireless Security Professional (CWSP) are desirable. Within one year, incumbent will complete, or have completed, at least one of the above certifications.

Education and Experience:

An example of the education and experience which most likely demonstrates the knowledge, skills, and abilities required to perform the duties would be a Bachelor's Degree in computer science or related field AND three (3) years of progressively responsible professional experience managing, maintaining, and implementing technology programs, computer system infrastructure, network operations, application development, system/server administration. PC/server hardware and software, peripherals, data communications and design.

Other Requirements:

This position requires an extensive background investigation and criminal background check. Employment offers are contingent upon passing the above requirements.

Reviewed _____ Approved _____
Department Director Human Resources Officer

Approval Date _____

ORIG: 10-15