CITY OF CAMARILLO

Information Systems Administrator	Job Code: 311 FLSA: Non-Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Performs a variety of technical duties involved in managing the computing environment of assigned area; install, test, maintain, troubleshoot, and repair various components of the City's information systems, including computer workstations and peripherals, network equipment, and software used by City departments; and responds to requests for assistance from system users and resolves operational problems.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Administers assigned information systems; provides day-to-day operational support for the City's computer systems including the City's network, hardware and software, and related equipment.

2. Installs, configures, upgrades, troubleshoots, and repairs personal computers, computer components, software, and peripheral devices; maintains, installs, and upgrades file servers and other network hardware.

3. Provides information system user support; responds to questions and inquiries on various hardware and software issues; investigates user problems; identifies source of problem; determines possible solutions, and implements and tests solutions.

4. Installs and/or plans and coordinates the installation, testing, and support of computer hardware and software applications; coordinates the repair and replacement of computer components and related equipment; performs and/or oversees software and application development, installation, and upgrade including to build systems/procedures that automate tasks for users.

5. Performs network administration functions including maintaining user accounts and passwords, installing, upgrading, and maintaining software on servers, upgrading server hardware, and troubleshooting and resolving network connectivity issues.

6. Plans and implements system security; builds, administers, and maintains firewall applications; manages host security and file permissions.

7. Designs, employs, and maintains backup and data recovery plans; coordinates the yearly testing of disaster application service provider plan.

8. Assists in the maintenance of assigned telephone system; completes moves, adds, and changes; diagnoses phone system issues; corrects problem on phone switch or calls technician to correct issue.

9. Provides support to all end users on the City's Enterprise Wide Software Solution (HTE); performs software and hardware upgrades; manages application and user security; interfaces between users and vendor on issues; provides training on the application; ensures integrity of data; gathers information on data needs, gathers data, and writes reports for users.

10. Administers the AS400; monitors disk, CPU, and job activity and takes preventative measures to avoid potential issues.

11. Assists in developing training or conducts training in computer systems and software as needed.

12. Researches new computer technologies for City application and recommends purchase of systems, hardware, software, and peripherals.

13. Maintains site licenses for department and the organization

14. Maintains a variety of records and prepares special reports; creates and updates written procedures and related documentation.

15. Maintains current knowledge of information technology trends and innovations; attends and participates in job-related seminars and professional group meetings; reads applicable industry publications.

16. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operational characteristics of information services systems, hardware, and software.
Principles and practices of computer science and information systems.
Computer operating systems.
Local and wide area network applications.
Principles, practices, methods, and techniques used in the installation, troubleshooting, and maintenance of systems, networks, and applications.
Characteristics and limitations of computer systems and related equipment.
Wireless networking technology including access and security.
Methods and techniques of installing and maintaining network devices including switches, routers and hubs.
Methods and techniques of training and instruction.
Office procedures, methods, and equipment including computers and various commercially packaged software including word processing, spreadsheet, database, and graphics applications.

Ability to:

Analyze, design, program, and maintain information systems and peripherals.
Install computer equipment, related peripherals, and software.
Troubleshoot hardware and software problems.
Analyze data and develop logical solutions to complex computer application problems.
Make recommendations in information system selection and software application packages.
Plan system upgrades and communicate schedules.
Instruct and train staff in information system operations.
Operate office equipment including computers and supporting word processing, spreadsheet, and

database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Understand and follow oral and written instructions.
Work independently in the absence of supervision.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective professional working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized or college level course work in computer science, information systems, network administration, or a related field.

Experience:

Four years of increasingly responsible experience maintaining computer equipment in a networked environment including two years of experience directly related to area of assignment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions 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 job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

April, 2008
Johnson & Associates