

# Water Authority Position Description

## SYSTEMS ADMINISTRATOR I

Status	Position Code	Level	Date
APPROVED	SAD1	I27	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

### POSITION SUMMARY

TO PERFORM A BROAD RANGE OF RESPONSIBLE AND COMPLEX COMPUTER SYSTEMS ADMINISTRATION DUTIES IN THE IMPLEMENTATION AND MAINTENANCE OF MANAGEMENT INFORMATION SYSTEMS; TO PROVIDE TECHNICAL SUPPORT FOR A COMBINATION OF DESKTOP, SERVER AND NETWORK HARDWARE, SOFTWARE AND PERIPHERAL EQUIPMENT; TO UPGRADE EXISTING HARDWARE AND SOFTWARE, TO CORRECT REPORTED HARDWARE AND/OR SOFTWARE PROBLEMS; AND TO PERFORM A VARIETY OF TECHNICAL TASKS RELATIVE TO ASSIGNED AREA OF RESPONSIBILITY.

### MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSEWORK IN INFORMATION SYSTEMS, COMPUTER SCIENCE OR A RELATED FIELD, PLUS TWO (2) YEARS EXPERIENCE IN PC INSTALLATION AND MAINTENANCE, SERVER ADMINISTRATION, VENDOR SOFTWARE ANALYSIS AND INSTALLATION, TROUBLESHOOTING AND REPAIR OF SERVERS, PCS AND ASSOCIATED EQUIPMENT AND/OR SOFTWARE.

### ADDITIONAL REQUIREMENTS

ACTIVE DIRECTORY CERTIFICATION PREFERRED  
 POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)  
 A+ CERTIFICATION PREFERRED  
 MCSA CERTIFICATION PREFERRED  
 MCSE CERTIFICATION PREFERRED  
 NET+ CERTIFICATION PREFERRED  
 POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE  
 SECURITY+ CERTIFICATION PREFERRED

### SUPERVISION RECEIVED/EXERCISED

RECEIVE DIRECTION FROM HIGHER-LEVEL MANAGEMENT STAFF; MAY EXERCISE DIRECT SUPERVISION OF TECHNICAL STAFF.

**ESSENTIAL FUNCTIONS**

1. ASSIST IN THE OPERATION AND MAINTENANCE OF PC EQUIPMENT, PRINTERS AND RELATED EQUIPMENT IN SUPPORT OF AN ASSIGNED AREA AND RESPOND TO USER COMPLAINTS AND INQUIRIES.
2. TROUBLESHOOT, DIAGNOSE AND RESOLVE PCS, SERVERS AND OTHER COMPUTER-RELATED EQUIPMENT PROBLEMS TO ENSURE FUNCTIONAL OPERATION.
3. PERFORM BACK-UP PROCEDURES FOR ASSIGNED PC FILES; COORDINATE RESTORATION AND RETRIEVAL OF FILES AS NEEDED; MAINTAIN ALL FILES IN AN ACCURATE AND EFFICIENT MANNER.
4. DOWNLOAD DATA FROM DISKS AND TAPES TO VARIOUS COMPUTER SYSTEMS/PLATFORMS.
5. COORDINATE AND INSTALL CARDS, DRIVES, TAPES, MEMORY, PERIPHERAL EQUIPMENT AND SOFTWARE INTO STAND-ALONE OR NETWORK CONNECTED PCS AT CLIENT WORK LOCATIONS.
6. VERIFY HARDWARE AND SOFTWARE PURCHASE REQUESTS FOR ASSIGNED AREA; COMPLY WITH AUTHORITY STANDARDS.
7. CONDUCT STUDIES PERTAINING TO DEVELOPMENT OF NEW INFORMATION SYSTEMS TO MEET CURRENT AND PROJECTED NEEDS.
8. STUDY EXISTING INFORMATION PROCESSING SYSTEMS TO EVALUATE EFFECTIVENESS AND DEVELOP SPECIFICATIONS FOR NEW SYSTEMS OR PROTOTYPE SYSTEMS TO IMPROVE PRODUCTION OR WORKFLOW AS REQUIRED.
9. PREPARE WORKFLOW CHARTS AND DIAGRAMS TO SPECIFY, IN DETAIL, OPERATIONS TO BE PERFORMED BY EQUIPMENT AND COMPUTER PROGRAMS AND OPERATIONS TO BE PERFORMED BY PERSONNEL IN SYSTEM.
10. UPGRADE COMPUTER APPLICATION SYSTEM SOFTWARE AND TROUBLESHOOT ERRORS TO MAINTAIN SYSTEM AFTER IMPLEMENTATION.
11. PERFORM SYSTEM ADMINISTRATION DUTIES INCLUDING SETTING UP AND MONITORING SERVER BACK-UP PROCESSES, ADDING NEW USERS, MODIFYING USER/GROUP PROFILES, AND MONITORING AND TUNING SERVER AND SYSTEM RESOURCES.
12. EVALUATE, INSTALL, TEST, AND IMPLEMENT NEW SERVERS, SERVER OPERATING SYSTEMS AND APPLICATION SOFTWARE PACKAGES; INSTALL NEW VERSIONS, RELEASES OR MAINTENANCE LEVELS OF EXISTING SERVER OPERATING SYSTEMS AND RELATED COMPONENTS.
13. COORDINATE AND CONDUCT USER TRAINING, EDUCATION AND PROBLEM SOLVING SESSIONS; COUNSEL USERS REGARDING SYSTEM FUNCTIONALITY.
14. MAINTAIN NETWORK COMPONENTS, INCLUDING ROUTERS, BRIDGES, HUBS, MULTIPLEXORS AND SMART SWITCHES.
15. PERFORM PREVENTIVE MAINTENANCE TO PRECLUDE MAJOR NETWORK OUTAGES OR DEGRADATION TO CUSTOMER SERVICE.

**SUPPLEMENTAL FUNCTIONS**

1. ASSIST HIGHER-LEVEL STAFF DEVELOP REQUEST FOR PROPOSALS (RFPS); NEGOTIATE AND MANAGE VENDOR CONTRACT FOR INFORMATION TECHNOLOGY SERVICES.
2. ATTEND TECHNICAL REVIEW COMMITTEE AND INFORMATION SERVICES COMMITTEE MEETINGS FOR COMPUTER-RELATED PURCHASE APPROVALS.
3. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS; STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF INFORMATION SYSTEMS.
4. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

**PREFERRED KNOWLEDGE**

OPERATIONAL CHARACTERISTICS OF A VARIETY OF COMPUTER PLATFORMS, NETWORKS, SOFTWARE APPLICATIONS AND OPERATING SYSTEMS  
METHODS AND TECHNIQUES USED IN THE INSTALLATION, TESTING, TROUBLESHOOTING AND MAINTENANCE OF PCS, SERVERS, PRINTERS AND RELATED EQUIPMENT  
METHODS AND TECHNIQUES USED IN MAINTAINING INFORMATION SYSTEM SECURITY  
PRINCIPALS AND PRACTICES OF CUSTOMER SERVICE  
METHODS AND TECHNIQUES OF PROVIDING USER ASSISTANCE  
PRINCIPLES AND PROCEDURES OF RECORD KEEPING  
PRINCIPLES OF BUSINESS LETTER WRITING AND BASIC REPORT PREPARATION

**PREFERRED SKILL/ABILITY**

RECOMMEND, IMPLEMENT, INSTALL AND MAINTAIN APPROPRIATE TECHNOLOGY TO MEET CLIENT NEEDS  
DEFINE PROBLEMS, COLLECT DATA, ESTABLISH FACTS, DRAW VALID CONCLUSIONS AND PREPARE APPROPRIATE REPORTS  
DETECT, ISOLATE AND RESOLVE AUTOMATED INFORMATION SYSTEM PROBLEMS  
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING  
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK  
MAINTAIN MENTAL CAPACITY, WHICH ALLOWS THE CAPABILITY OF MAKING SOUND DECISIONS AND DEMONSTRATING INTELLECTUAL CAPABILITIES  
MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES  
MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND OPERATING ASSIGNED EQUIPMENT

**WORKING CONDITIONS**

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS; MAY BE REQUIRED TO WORK AT MULTIPLE WORKSITES; LIMITED EXPOSURE TO DUST, GREASE AND NOISE

**PHYSICAL REQUIREMENTS**

ESSENTIAL AND MARGINAL FUNCTIONS MAY REQUIRE MAINTAINING PHYSICAL CONDITION NECESSARY FOR SITTING FOR PROLONGED PERIODS OF TIME; EXTENSIVE USE OF COMPUTER KEYBOARD AND COMPUTER DISPLAY; TRAVEL FROM OFFICE TO VARIOUS SITES, MODERATE TO LIGHT LIFTING AND MOVEMENT OF EQUIPMENT; BENDING, STOOPING, KNEELING