

# Water Authority Position Description

## SYSTEMS ADMINISTRATOR II

Status	Position Code	Level	Date
APPROVED	SAD2	I28	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

SYSTEMS ADMINISTRATOR 2 IS A FULL JOURNEY-LEVEL CLASS WITHIN THE SYSTEMS ADMINISTRATOR JOB SERIES. PROVIDE COMPLEX AND DIFFICULT TECHNICAL ASSISTANCE AND SUPPORT FOR STRATEGIC, INTER-DIVISIONAL WATER AUTHORITY COMPUTER OPERATING SYSTEMS AND RELATED SYSTEM SOFTWARE AND HARDWARE COMPONENTS. PERFORM A VARIETY OF COMPLEX SYSTEMS ANALYSIS DUTIES IN THE INSTALLATION, TESTING, MAINTENANCE AND SUPPORT OF CENTRAL COMPUTER OPERATING SYSTEMS HARDWARE AND SOFTWARE.

### MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSE WORK IN INFORMATION SYSTEMS, COMPUTER SCIENCE OR RELATED FIELD, PLUS SIX (6) YEARS EXPERIENCE IN SYSTEMS PROGRAMMING, ADMINISTRATION, DESIGN, IMPLEMENTATION AND PROJECT MANAGEMENT EXPERIENCE.

### 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 GENERAL DIRECTION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.

**ESSENTIAL FUNCTIONS**

1. PROVIDE TECHNICAL ASSISTANCE AND SUPPORT FOR STRATEGIC WATER AUTHORITY COMPUTER SYSTEMS/SERVERS AND RELATED SYSTEM SOFTWARE AND HARDWARE COMPONENTS.
2. PERFORM A VARIETY OF COMPLEX SYSTEMS ANALYSIS AND PROGRAMMING DUTIES IN THE DESIGN, DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF INFORMATION SYSTEMS AND SUPPORTING COMPUTER HARDWARE AND SOFTWARE.
3. EVALUATE, INSTALL, TEST, AND IMPLEMENT NEW CENTRAL HARDWARE, OPERATING SYSTEMS OR SYSTEMS SOFTWARE PACKAGES. INSTALL NEW VERSIONS, RELEASES OR MAINTENANCE LEVELS OF EXISTING OPERATING SYSTEMS AND RELATED COMPONENTS.
4. DETECT, ISOLATE AND RESOLVE COMPUTER SYSTEM PROBLEMS UTILIZING VENDOR COORDINATION AND SUPPORT AS NEEDED AND IMPLEMENT APPROPRIATE BYPASSES OR OTHER RESOLUTIONS.
5. PARTICIPATE IN SYSTEM ADMINISTRATION ACTIVITIES INCLUDING SETTING UP AND MONITORING BACKUP PROCESSES, ADDING NEW USERS, MODIFYING USER/GROUP PROFILES, MONITORING AND TUNING SYSTEM/SERVER RESOURCES.
6. STUDY EXISTING INFORMATION PROCESSING SYSTEMS TO EVALUATE EFFECTIVENESS AND DEVELOP SPECIFICATIONS FOR NEW SYSTEMS OR PROTOTYPE SYSTEMS TO IMPROVE PRODUCTION OR WORKFLOW AS REQUIRED.
7. PREPARE WORKFLOW CHARTS AND DIAGRAMS USING AUTOMATED TOOLS TO SPECIFY IN DETAIL OPERATIONS TO BE PERFORMED BY EQUIPMENT AND COMPUTER PROGRAMS AND OPERATIONS TO BE PERFORMED BY PERSONNEL IN SYSTEM.
8. CONDUCT STUDIES PERTAINING TO DEVELOPMENT OF NEW COMPLEX INFORMATION SYSTEMS TO MEET CURRENT AND PROJECTED NEEDS.
9. PLAN AND PREPARE TECHNICAL REPORTS, MEMORANDA, AND INSTRUCTIONAL MANUALS AS DOCUMENTATION OF PROGRAM DEVELOPMENT FOLLOWING WATER AUTHORITY AND INFORMATION TECHNOLOGY DOCUMENTATION STANDARDS.
10. COORDINATE AND CONDUCT USER TRAINING, EDUCATION AND PROBLEM SOLVING SESSIONS. COUNSEL USERS REGARDING SYSTEM FUNCTIONALITY.
11. UPGRADE SYSTEM AND CORRECT COMPLEX ERRORS TO MAINTAIN SYSTEM AFTER IMPLEMENTATION. DIRECT AND COORDINATE WORK OF OTHERS TO DEVELOP, TEST, INSTALL, AND MODIFY PROGRAMS. TROUBLESHOOT COMPLEX PROBLEMS TO SOURCE. ASSIST OTHER ANALYSTS IN RESOLVING COMPLEX WORK PROBLEMS RELATED TO FLOW CHARTS, PROJECT SPECIFICATIONS, OR PROGRAMMING.
12. PREPARE TIME AND COST ESTIMATES FOR COMPLETING PROJECTS. PREPARE GANTT AND PERT CHARTS USING AUTOMATED PROJECT MANAGEMENT TOOLS.

13. DEVELOP REQUESTS FOR PROPOSALS (RFP)S. NEGOTIATE AND MANAGE VENDOR CONTRACTS FOR INFORMATION TECHNOLOGY SERVICES.
14. PREPARE AND PRESENT PROJECT PROGRESS REPORTS FOR DIVISION MANAGEMENT OR COMMITTEES. IDENTIFY PROBLEMS AND ISSUES. RECOMMEND SOLUTIONS.
15. REVIEW PROPOSED SYSTEMS SOFTWARE FOR COMPLIANCE WITH APPLICABLE QUALITY ASSURANCE STANDARDS BEFORE ACQUISITION OR IMPLEMENTATION.
16. MANAGE THE RELATIONSHIP AND EXPECTATIONS OF USER PERSONNEL AND DIVISIONS INCLUDING THE PREPARATION OF SERVICE AGREEMENTS.
17. PROVIDE STRATEGIC PLANNING DIRECTION AND TECHNICAL ASSISTANCE FOR USER INFORMATION TECHNOLOGY PLANS.
18. PROVIDE TECHNICAL DIRECTION TO MEMBERS OF THE SYSTEMS STAFF AND OTHER TECHNICAL STAFF
19. PARTICIPATE IN THE EMPLOYEE SELECTION/INTERVIEW PROCESS.
20. TRAIN, EVALUATE AND COMMUNICATE WITH ASSIGNED STAFF TO CORRECT DEFICIENCIES.
21. DEVELOP AND/OR IMPLEMENT CHANGE CONTROL PLANS FOR BOTH PRODUCTION AND SECONDARY SYSTEMS.
22. WORK CLOSELY WITH BOTH APPLICATIONS AND DATABASE GROUPS TO ENSURE CURRENT AND FUTURE OPERATION HEALTH OF SYSTEMS.

#### **SUPPLEMENTAL FUNCTIONS**

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF INFORMATION SYSTEMS.
2. MAY BE REQUIRED TO PROVIDE 24X7 ON-CALL SUPPORT.
3. CROSS TRAIN IN OTHER AREAS TO GAIN A BETTER UNDERSTANDING OF THE TECHNICAL FUNCTIONS PERFORMED.
4. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.
5. PERFORM COMPLEX, TECHNICAL, MANAGEMENT OR ADMINISTRATIVE TASKS, REPORT TO SYSTEM MANAGER AS NEEDED.

#### **PREFERRED KNOWLEDGE**

COMPLEX THEORIES AND APPLICATIONS OF COMPUTER SCIENCE  
ADVANCED PRINCIPLES AND PRACTICES OF SYSTEM SOFTWARE INSTALLATION AND SUPPORT  
PRINCIPLES AND PRACTICES OF PROJECT MANAGEMENT METHODOLOGIES  
BASIC BUDGETING, CONTRACTING, PURCHASING PRACTICES, POLICIES AND PROCEDURES  
PRINCIPLES OF PROJECT LEAD AND TRAINING  
METHODS AND TECHNIQUES USED IN THE INSTALLATION, ADMINISTRATION, MONITORING, UPGRADING AND PROBLEM RESOLUTION OF LARGE AND COMPLEX CENTRAL COMPUTER SYSTEMS/SERVERS  
SYSTEM DEVELOPMENT LIFE CYCLE PHASES, ACTIVITIES AND IMPLICATIONS  
OPERATIONAL CHARACTERISTICS OF OPERATING SYSTEMS AND RELATED COMPONENTS  
BASIC BUDGETING, CONTRACTING, PURCHASING PRACTICES, PROJECT MANAGEMENT METHODOLOGIES, POLICIES AND PROCEDURES  
PRINCIPLES AND PROCEDURES OF QUALITY ASSURANCE AND SECURITY RELATED TO COMPLEX, LARGE COMPUTER APPLICATIONS  
GATHERING BUSINESS REQUIREMENTS TO ACHIEVE BUSINESS OBJECTIVES  
DEVELOPMENT AND SUPPORT OF PRIMARY, SECONDARY, DOWNTOWN AND SURFACE WATER SURFACE LOCATION

KNOWLEDGE AND EXPERIENCE IN WINDOWS SERVER 2003, STANDARD AND ENTERPRISE, 32 AND 64 BIT SYSTEMS, WINDOWS SERVER 2008, STANDARD, ENTERPRISE AND DATACENTER, 32 AND 64 BIT SYSTEMS, NOVELL NETWARE 6.5, SUN SOLARIS 9 AND 10, DATAONTAP, EMC LEGATO NETWORKER, SUN ILOM, IBM SERVER GUIDE, CISCO WAAS MOBILE.  
ABILITY TO UNDERSTAND AND CONFIGURE ALL RAID LEVELS.  
BASIC UNDERSTANDING OF DATA STORAGE INCLUDING SAN, NAS, VOLUME, LUN AND CLOUD  
KNOWLEDGE AND EXPERIENCE USING MICROSOFT HYPER-V  
ABILITY TO CREATE VIRTUAL SERVERS IN BOTH A UNIX AND WINDOWS ENVIRONMENT  
METHODS AND TECHNIQUES USE IN ADMINISTERING A VIRTUAL SERVER AND PC ENVIRONMENT  
KNOWLEDGE AND EXPERIENCE ADMINISTERING A MICROSOFT ACTIVE DIRECTORY (AD) INFRASTRUCTURE  
CREATING AND MAINTAINING MICROSOFT ACTIVE DIRECTORY POLICIES FOR BOTH GROUPS AND INDIVIDUALS  
KNOWLEDGE OF MICROSOFT SYSTEM CENTER MANAGEMENT SUITE

### **PREFERRED SKILL/ABILITY**

PERFORM HIGHLY ADVANCED SYSTEM PROGRAMMING DUTIES  
ASSUME MAJOR PROJECT MANAGEMENT RESPONSIBILITIES ASSIGNED  
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK  
COORDINATE THE WORK OF LOWER LEVEL STAFF  
INSTALL, TROUBLESHOOT AND UPGRADE LARGE AND COMPLEX CENTRAL COMPUTING SYSTEMS/SERVERS  
EVALUATE, TEST, IMPLEMENT AND SUPPORT OPERATING SYSTEMS MAJOR SYSTEM COMPONENTS  
DEVELOP STANDARDS AND METHODOLOGIES FOR THE ADMINISTRATION OF AUTHORITY CENTRAL COMPUTER SYSTEMS/SERVERS  
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING  
PRINCIPLES AND PRACTICES OF PROJECT MANAGEMENT  
PRINCIPLES OF PROJECT LEAD AND TRAINING  
UTILIZE AUTOMATED PROJECT MANAGEMENT TOOLS  
WORK INDEPENDENTLY IN THE ABSENCE OF SUPERVISION

**WORKING CONDITIONS**

OFFICE AND COMPUTER ROOM ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS

**PHYSICAL REQUIREMENTS**

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: SITTING, STANDING FOR PROLONGED PERIODS OF TIME AND EXTENSIVE USE OF COMPUTER KEYBOARD.  
MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND OPERATING ASSIGNED EQUIPMENT.