



## Alameda Contra Costa Transit District Classification Specification

Exhibit-A

### Systems Administrator - **DRAFT**

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Resolution Number
TBD	Exempt	EEO1-Professionals	AFSCME	07	10/13/2021	21-036

**DEFINITION:** Under general direction, maintains and modifies departmental and District-wide enterprise software application(s); configures and maintains the District's network, server, and telecommunications systems and infrastructure; identifies end-user requirements, evaluates system and infrastructure capabilities, and recommends upgrades and enhancements; performs systems administration, troubleshoots problems, and ensures data integrity; trains and assists end users in using new applications and systems.

This is a technical classification that functions as a bridge class and point of entry into a professional information technology series that includes but is not limited to cyber security, systems engineering, database administration, and IT desktop support.

### **REPRESENTATIVE FUNCTIONS may include, but are not limited to the following:**

- Maintains and modifies departmental and District-wide enterprise software application(s); documents end user work processes and systems requirements; conducts systems walk-throughs and technical reviews; develops or refines system specifications, including evaluating and testing vendor software packages for conformance with user requirements and priorities.
- Installs, configures, maintains, troubleshoots, and monitors the physical and virtual network and server infrastructure including hardware, software, real-time monitoring tools, peripherals, and devices ensuring effective performance and proper integration of components and systems with existing architecture; assists in infrastructure changes and upgrades to limit interrupted services.
- Coordinates and participates in the installation of new and/or upgraded desktop operating systems, applications and software; tests systems and maintains configurations.
- Administers automated deployment of software and updates over the network.
- Monitors and maintains security control of District network and server infrastructure; configures and monitors security features and firewall rules; verifies and ensures proper user accessibility; identifies and addresses vulnerabilities; researches, recommends, and applies security updates as needed.
- Monitors the disaster recovery and backup processes and schedules; verifies that backups are successful and data can be recovered.
- Installs, configures, maintains, troubleshoots, and monitors District-wide telecommunications systems including voice and data communications infrastructure and equipment; sets up and maintains user accounts, access groups, extensions, and voicemail boxes; troubleshoots system-wide outages.
- Works on systems and infrastructure conversion, installation, and maintenance projects, including planning, organizing, and defining project requirements, methods, and end objectives in consultation with end-users; coordinates project activities with department staff, end-users, and vendors.
- Maintains information on scheduled systems maintenance, including upgrades and outages; informs customers as needed.
- Maintains and supports active directory services by adding, removing, and/or editing users; creates access rights to users and user groups; creates groups and mailing lists.
- Responds to and resolves users' inquiries and complaints and escalates problems or issues to vendor representatives as needed.
- Stays abreast of new trends and innovations in technology related to systems, network, server, and telecommunications; researches, recommends, and evaluates vendor solutions and technologies; implements improvements upon approval.
- Writes and maintains user and technical operating instructions and documentation; prepares training materials and conducts formal and informal training programs and advises on best practices.
- May perform incident management of service tickets and technical help desk support, as needed.



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- May create and independently execute short-term project plans.
- Performs related duties as required.

#### **MINIMUM QUALIFICATIONS**

**Knowledge of:** Principles and practices of installing, configuring, maintaining, troubleshooting, and monitoring application, network, server, and telecommunications systems and infrastructure; physical and virtual network and server infrastructure including hardware, software, real-time monitoring tools, peripherals, and devices; principles and practices of information security; principles and practices of project life cycles; vendor relationship management; various information technology platforms, operating systems, and software packages including word processing, spreadsheet, SQL database and database management, and reporting tools; principles of relational database management and systems integration; principles and practices used in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, and other related technologies and equipment; techniques and methods of writing and maintaining user and technical operating instructions and documentation; the organization, operation, and functions of the department as necessary to assume assigned responsibilities; recent and on-going developments, current literature, and sources of information related to assigned programs; applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility; principles of record keeping; modern office practices, methods, and computer equipment and applications related to the work; English usage, grammar, spelling, vocabulary, and punctuation; principles of training of staff in work procedures; techniques for providing a high level of customer service by effectively working with the public, vendors, contractors, and District staff; mathematic principles; modern office methods and procedures.

**Ability to:** Configure, integrate, and maintain assigned application(s) to meet business needs with or without vendor support; install, configure, maintain, troubleshoot, and monitor physical and virtual network, server, and telecommunications infrastructure and systems; participate in design sessions and process improvement sessions to identify business and user needs and discuss application capabilities and design modifications needed for improvement; participate in system and infrastructure development, enhancement, and maintenance projects; identify, research, and recommend cost-effective technical system and infrastructure improvements; perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, servers, network and data communication, mobile, audiovisual, web based applications, and other related technologies and equipment; prepare clear and concise technical documentation, user procedures, reports of work performed, and other written materials; interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations; interface tactfully with the customers and staff in providing information, answering questions, and providing customer service; establish and maintain a variety of filing, record keeping, and tracking systems; organize and prioritize a variety of multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines; use tact, initiative, prudence, and independent judgment within general policy and legal guidelines; use English effectively to communicate in person, over the telephone, and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work; establish and maintain effective working relations with District personnel by demonstrating excellent customer service skills; and communicate effectively both orally and in writing.

**Education:** Equivalent to a Bachelor's degree from an accredited college or university or technical training with major coursework in information systems, computer science, or related field. Experience in PC repair, network administration, application and software troubleshooting, computer operations, telecommunications, or a substantially similar field may be substituted for the education requirement on a year for year basis.



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**Experience:** Five (5) years of increasingly responsible network and server infrastructure management, systems administration, or related experience, or three (3) years of experience at a level equivalent to the District's Senior IT Analyst.

**License and Certification(s):** None.

**Physical Requirements:** (1) Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment. (2) Must possess the mobility necessary to transport oneself to other locations within the District, as required by the position.

**Special Environmental Conditions:** None.

**Special Requirements:** Must be willing to: (1) work outside regular business hours as required and (2) travel between the various District locations.

**Established Date:** (Res. No. )