



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## INFORMATION TECHNOLOGY INFRASTRUCTURE ADMINISTRATOR I

<b>Group-Section:</b> Business Technology Group	<b>FLSA Status:</b> Non-Exempt <b>Bargaining Unit:</b> AFSCME	<b>Salary Grade:</b> 37 <b>Job #:</b> YA42
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### JOB SUMMARY

This is the entry level position performing Information Technology Infrastructure Administrator I job duties.

### DISTINGUISHING CHARACTERISTICS

Positions at this level learn to use professional concepts to resolve problems of limited scope and complexity; work on assignments that are routine in nature, requiring limited judgment and decision making. Specific and detailed guidelines covering all aspects of the assignment are provided; work is in strict adherence to the guidelines; deviations must be authorized. The work consists of tasks that are clear-cut and directly related.

### OVERSIGHT

**Supervision Received:** For both one-of-a-kind and repetitive tasks the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the original instructions or guidelines. For all positions, the work is closely controlled. For some positions, the control is through the structured nature of the work itself; for others, it may be controlled by the circumstances in which it is performed. In some situations, the supervisor maintains control through review of the work, which may include checking progress or reviewing completed work for accuracy, adequacy, and adherence to instructions and established procedures.

**Supervision Given:** None

### JOB DUTIES

#### GENERAL

1. Provides troubleshooting, monitoring, analysis, and documentation of systems and applications for tuning, consistent configuration, vulnerabilities, and optimization.
2. Assists with upgrades and patches to systems.
3. Participate in Disaster Recovery operations for area of responsibility.
4. Assists in the design of systems related to the related discipline.
5. May participate on a project team.
6. Performs other related Information Technology Infrastructure Administrator job duties as required.

#### SERVER ADMINISTRATION

1. Monitors performance which includes diagnostic utilities and tools for the server environment.
2. Monitors system logs for alerts and escalates.

3. Assists with maintenance and support of centralized backup software including testing of backup and restore procedures.
4. Learns and assists with the installation and configuration of system upgrades, including new hardware and software.
5. Researches potential operating system updates.
6. Assists with troubleshooting and managing hardware and software systems.
7. Learns and assists in developing and updating documents related to the area of responsibility including network specifications, diagrams, charts, and equipment configurations.
8. Researches disaster recovery best practices. Executes disaster recovery plan for area of responsibility.

#### **DESKTOP ADMINISTRATION**

1. Assists in application and maintenance of client systems configurations.
2. Assists with changes to client systems management infrastructure.
3. Learns to test troubleshooting procedures and provides feedback.
4. Assists with investigating and reporting systematic problems.
5. Performs disaster recovery functions.

#### **EMPLOYMENT STANDARDS**

#### **MINIMUM QUALIFICATIONS**

**Education and Experience:** Bachelor's degree from an accredited college or university in a related field.

**General Required Knowledge of:** Principles, practices, and procedures of Information Technology; operational characteristics of various computer systems; principles of hardware and software configuration; system administration for related discipline; disaster recovery practices; and current office technology and equipment.

**Server Administration Required Knowledge of:** Principles, practices, and procedures of server hardware, operating systems, and centralized backup systems; principles, practices and procedures of system management software.

**Desktop Administration Required Knowledge of:** Principles, practices, and procedures for client-side Information Technology components including personal computers, peripherals, mobile devices, networking, security, software; operational characteristics of client computer systems; principles of hardware and software configuration; system administration for related discipline; and Information recovery techniques.

**General Required Skills and Abilities to:** Provide technical system support; learn methods to test and implement system applications; learn and assist in responding, diagnosing and resolving problems; analyze requests and provide customer assistance for solutions; maintain confidentiality for proprietary and personal information; prioritize and multi-task; communicate clearly and concisely, both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work; work independently and in a team environment; and operate current office equipment including computers and supporting applications.

**Server Administration Required Skills and Ability to:** Monitor server systems; and learn and support server related software, upgrades, and patches.

**Desktop Administration Required Skills and Ability to:** Provide technical system support; learn methods to test and implement system applications; assist in responding, diagnosing and resolving problems; analyze requests and provide customer assistance for solutions; and effectively interact with end-users and other technical service providers to resolve technical issues.

### **CERTIFICATIONS, LICENSES, AND REGISTRATION REQUIREMENTS**

Employees in this position may be required to obtain and maintain the following certifications, licensing and registrations:

#### **Certificates**

- None

#### **Licenses**

- Valid California Class C Driver License that allows you to drive in the course of your employment

#### **Registrations**

- None

### **PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS**

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the job duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

**Physical Demands:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment:** The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

**Vision Requirements:** No special vision requirements.