



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## INFORMATION TECHNOLOGY INFRASTRUCTURE ADMINISTRATOR II

<b>Group-Section:</b> Business Technology Group	<b>FLSA Status:</b> Non-Exempt <b>Bargaining Unit:</b> AFSCME	<b>Salary Grade:</b> 42 <b>Job #:</b> YA43
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### JOB SUMMARY

This is the intermediate level position performing Information Technology Infrastructure Administrator II job duties.

### DISTINGUISHING CHARACTERISTICS

Positions at this level are provided established procedures for doing the work and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application, and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred. The work consists of duties that involve related steps, processes, or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of and differences among a few easily recognizable situations. Actions to be taken or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature. The work involves the execution of specific rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope.

### OVERSIGHT

**Supervision Received:** The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

**Supervision Given:** None

### JOB DUTIES

#### GENERAL

1. Provides more advanced 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. Assists with performance tuning including installing, configuring, and utilization of system diagnostic utilities and tools for the server environment.
2. Reviews system logs, identifies potential issues and escalates.
3. Monitors backup restore logs, reinitiates failed backups; assists with development, maintenance, and testing of backup and restore procedures.
4. Assists with installation and configuration of system upgrades, including new hardware and software.
5. Assists with the installation of operating system updates, patches, and configuration changes.
6. Performs troubleshooting and management of hardware and software systems.
7. Assists in developing and updating documents related to the area of responsibility including network specifications, diagrams, charts, and equipment configurations.
8. Assists with the development and deployment of disaster recovery best practices. Executes disaster recovery plan for area of responsibility.

#### **DESKTOP ADMINISTRATION**

1. Installs, maintains, and applies changes to client systems configurations.
2. Implements changes to client systems management infrastructure.
3. Tests troubleshooting procedures and provides feedback.
4. Investigates and reports 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 and two years of relevant experience.

**General Required Knowledge of:** Principles, practices, and procedures of Information Technology; operational characteristics, methods and techniques to develop, test and implement various computer systems and applications; 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, network storage devices, and centralized backup systems; principles, practices and procedures of system management software, email, anti-virus, and anti-spam 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, methods and techniques to develop, test and implement client computer systems and applications; basic hardware and software configurations; system administration for related discipline; and Information recovery techniques.

**General Required Skills and Abilities to:** Provide technical system support; test and implement system applications; 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 and assist in optimizing server systems; and assist in the installation of server hardware and software systems.

**Desktop Administration Required Skills and Ability to:** Provide technical system support; 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,

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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.