



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

INFORMATION TECHNOLOGY INFRASTRUCTURE ADMINISTRATOR III

Group-Section: Business Technology Group	FLSA Status: Non-Exempt Bargaining Unit: AFSCME	Salary Grade: 47 Job #: YA44
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JOB SUMMARY

This is the journey level position performing Information Technology Infrastructure Administrator III job duties.

DISTINGUISHING CHARACTERISTICS

Positions at this level are fully competent and use judgment in interpreting and adapting guidelines such as policies, regulations, precedents, and work directions for application to specific cases or problems. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. The work involves treating a variety of conventional problems, questions, or situations in conformance with established criteria.

OVERSIGHT

Supervision Received: The supervisor makes assignments by defining objectives, priorities, and deadlines; and assists employee with unusual situations that do not have clear precedents. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

Supervision Given: May act as a lead. May coordinate and review work assignments of employees performing the same general work as the lead on a day-to-day basis. Responsibilities may involve solving problems and providing instructions on work procedures.

JOB DUTIES

GENERAL

1. Provides high level 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. Executes disaster recovery plan 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. Conducts systems performance tuning.
2. Analyzes system logs and resolve issues.
3. Configures software agents and performs backups and restores. Develops, maintains, and tests backup and restore procedures.
4. Assists with development of procedures and performs installation and configurations for system upgrades, including new hardware and software.
5. Installs operating system updates, patches, and configuration changes.
6. Assists with researching, evaluating, planning and designing integration of new technologies.
7. Performs and may lead troubleshooting and managing of hardware and software systems.
8. Develops and updates documents related to the area of responsibility including network specifications, diagrams, charts, and equipment configurations.
9. Develops, maintains, and tests backup and recovery procedures. Executes disaster recovery plan for area of responsibility.
10. Assists with the development and deployment of long range strategic plans in support of Metropolitan's business plans within the area of responsibility.

DESKTOP ADMINISTRATION

1. Assists in the development, implementation, maintenance, and upgrade of client systems configurations.
2. Assists in development, implementation, maintenance, and upgrade of client systems management infrastructure.
3. Develops troubleshooting procedures.
4. Researches and recommends solutions for systematic problems.
5. Provides support or escalates unresolved technical issues.
6. May coordinate with other Information Technology systems administrators.
7. Participates in the maintenance of information technology enterprise architecture for assigned area of responsibility.
8. Keeps abreast on pertinent information technology industry events, developments, trends and products.
9. 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 four years of relevant experience; or Master'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; systems analysis; application, and peripheral equipment; principles and practices of system testing, analysis, data management and integrity; hardware and software configuration; operational characteristics of various computer systems; 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, storage area networks, and centralized backup systems; principles, practices and procedures of system management software, email, anti-virus, and anti-spam software; and methods and techniques to develop, test, and implement server systems.

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

General Required Skills and Abilities to: Serve as project lead on large systems for design, analysis, test, and implementation; respond to system problems and administration; analyze requests and provide customer assistance for solutions; maintain confidentiality for proprietary and personal information; use independent judgment and exercise discretion; problem solve; 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 optimize server systems; install, configure, and support server software, upgrades, and patches; and develop server backup and recovery procedures.

Desktop Administration Required Skills and Ability to: Serve as project lead on large systems for design, analysis, test, and implementation; respond to system problems and administration; analyze requests and provide customer assistance for solutions; effectively interact with end-users and other technical service providers to resolve technical issues; ability to develop new information technology concepts and procedures; and work at this level often leads to recognition as a subject matter expert in the specialized area.

CERTIFICATIONS, LICENSES, AND REGISTRATION REQUIREMENTS

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

Job Title: Information Technology Infrastructure Administrator III

Job Code: YA44

Adopted: 03/11/13

Revised:

Supercedes:

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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.