



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## SENIOR INFORMATION TECHNOLOGY INFRASTRUCTURE ADMINISTRATOR

<b>Group-Section:</b> Business Technology Group	<b>FLSA Status:</b> Non-Exempt <b>Bargaining Unit:</b> AFSCME	<b>Salary Grade:</b> 52 <b>Job #:</b> YA45
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### JOB SUMMARY

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

### DISTINGUISHING CHARACTERISTICS

Positions at this level are recognized as technical specialist using initiative and resourcefulness in deviating from traditional methods or researching trends and patterns to develop new methods, criteria, or proposed new policies. Decisions regarding what needs to be done include interpreting data, planning of the work, or refining the methods and techniques to be used. The work involves established criteria; formulating projects; assessing program effectiveness; or analyzing variety of unusual conditions, problems, or questions. The work product or service may affect activities, or the operation of other organizations.

### OVERSIGHT

**Supervision Received:** The supervisor sets the overall objectives and resources available. The employee and supervisor, in consultation, develop the deadlines, projects, and work to be done. At this level, the employee, having developed expertise in the line of work, is responsible for planning and carrying out the assignment; resolving most of the conflicts that arise; coordinating the work with others as necessary; and interpreting policy on own initiative in terms of established objectives. In some assignments, the employee also determines the approach to be taken and the methodology to be used. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements or expected results.

**Supervision Given:** Acts as a lead. Coordinates and reviews 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 expertise in 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. Acts as Project Manager; plans, coordinates, and conducts projects within area of responsibility, including monitoring scope, quality, budget, and schedule.

6. Performs other related Information Technology Infrastructure Administrator job duties as required.

#### **SERVER ADMINISTRATION**

1. Leads and plans system performance tuning.
2. Develops and implements system health checks for monitoring infrastructure systems.
3. Plans and designs backup and restore strategies; leads and oversees support for centralized backup systems.
4. Develops Installation and configuration procedures for system upgrades, including new hardware and software.
5. Evaluates operating system updates, patches, and configuration changes for deployment.
6. Researches, evaluates, plans and designs the integration of new technologies.
7. Leads troubleshooting and managing of hardware and software systems.
8. Leads in developing and updating documents related to the area of responsibility including network specifications, diagrams, charts, and equipment configurations.
9. Leads in the research and design of disaster recovery best practices. Executes disaster recovery plan for area of responsibility.
10. Leads in the design and development of long range strategic plans in support of Metropolitan's business plans within the area of responsibility.

#### **DESKTOP ADMINISTRATION**

1. Develops, implements, maintains, and upgrades client systems configurations.
2. Develops, implements, maintains, and upgrades client systems management infrastructure.
3. Leads and develops troubleshooting procedures.
4. Evaluates and implements solutions for systematic problems.
5. Coordinates with other Information Technology systems administrators.
6. Maintains information technology enterprise architecture for assigned area of responsibility.
7. Keeps abreast on pertinent information technology industry events, developments, trends and products.

## EMPLOYMENT STANDARDS

### MINIMUM QUALIFICATIONS

**Education and Experience:** Bachelor's degree from an accredited college or university in a related field and six years of relevant experience; or Master's degree from an accredited college or university in a related field and four years of relevant experience.

**General Required Knowledge of:** Principles, practices, and procedures of Information Technology; principles of leadership and training; application, and peripheral equipment; principles and practices of system design, testing, analysis, data management and integrity; hardware and software configuration; operational characteristics of various computer systems; system administration for related discipline; project management; disaster recovery practices; project management; 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; methods and techniques to develop, test, and implement server systems; and principles of strategic planning.

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

**General Required Skills and Abilities to:** Organize and review work performed in area of discipline; analyze business requirements, design, test, and implement systems and solutions; special interest groups, and the public; 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; lead and train; 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; develop server backup and recovery procedures; and perform research and development in server technologies.

**Desktop Administration Required Skills and Ability to:** Organize and review work performed in area of discipline; analyze business requirements, design, test, and implement systems and solutions; analyze requests and provide customer assistance for solutions; maintain confidentiality for proprietary and personal information; effectively interact with end-users and other technical service providers to resolve technical issues; ability to lead in the development of new information technology concepts and procedures; and work at this level provides subject matter expertise 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:

#### **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.