



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

INFORMATION TECHNOLOGY SYSTEM ADMINISTRATOR I

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| Group-Section: Business Technology Group | FLSA Status: Non-Exempt Bargaining Unit: AFSCME | Salary Grade: 37 Job #: YA62 |
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JOB SUMMARY

This is the entry level position performing Information Technology System 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 System Administrator job duties as required.

DATABASE ADMINISTRATION

1. Monitors Database or Web environment to ensure high availability and performance.
2. Executes utilities to generate, modify and backup Database or Web objects.

3. Assists with migration of production changes to Database or Web objects.
4. Installs software related to the Database or Web utilized by a limited number of users.
5. Installs incremental upgrades and patches to the Database or Web.
6. Learns and assists in developing and updating documents related to the Database or Web.
7. Troubleshoots and debugs problems related to the Database or Web utilized by a limited number of users.
8. Assists in recovering Database or Web during a Disaster Recovery.
9. Assists with researching current trends in Database or Web technologies, tools, and best practices.

SECURITY ADMINISTRATION

1. Assists in security access for the infrastructure for internal and external environments.
2. Assists in implementation of security measures for the hardware, software, and infrastructure for internal and external environments.
3. Assists in installation and testing of security tools for desktop systems, including host integrity on desktops, scanning, and vulnerability evaluation tools.
4. Assists in recovering systems during a Disaster Recovery.
5. Assists in security monitoring and reporting on database, network usage, and application events.
6. Assists in preparing support documentation and diagrams that will assist in the administration of the security environment, including audits.
7. Assists with researching current trends in security requirements, technologies, tools, and best practices.
8. Learns and assists in developing and updating documents related to the administration and operation of the security environment.
9. Assists with assigned tasks related to disaster recovery operations.

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; current office technology and equipment.

Job Title: Information Technology System Administrator I

Job Code: YA62

Adopted: 03/11/13

Revised:

Supercedes:

Page 2

Database Administration Required Knowledge of: Principles, practices, and procedures of database and web administration; principles, practices, and procedures of data management and application software; and operational characteristics of server operating system.

Security Administration Required Knowledge of: Separation of duties in supporting creation of roles and responsibilities within applications and systems; directory or server interfaces for security levels; layered security methods; security methods for operating systems; security environments and requirements for applications; and Network Security Monitoring and Incident Response operations; and remediation methods.

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; communicate clearly and concisely, both orally and in writing; establish and maintain collaborative working relationships with all levels within the organization, other agencies, regulatory agencies, special interest groups, and the public; analyze requests and provide customer assistance for solutions; maintain confidentiality for proprietary and personal information; 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; and work independently and in a team environment; and operate current office equipment including computers and supporting applications.

Database Administration Required Skills and Abilities to: Monitor database and web systems; install and support database and web related software, upgrades, and patches.

Security Administration Required Skills and Ability to: Create roles in applications and systems using information security practices and standards; investigate and remediate cyber incidents; recommend configuration changes to improve security without degrading workflows.

CERTIFICATIONS, LICENSES, AND REGISTRATION REQUIREMENTS

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

Certificates

- Valid Certified Information Systems Security Professional (For the Security Administrator)
- Valid Certified Information Systems Auditor (For the Security Administrator)

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,

Job Title: Information Technology System Administrator I

Job Code: YA62

Adopted: 03/11/13

Revised:

Supercedes:

Page 3

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.