



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## INFORMATION TECHNOLOGY SYSTEM 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> YA63
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### JOB SUMMARY

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

**DATABASE ADMINISTRATION**

1. Monitors and optimizes the Database or Web environment to ensure high availability and performance.
2. Executes utilities to generate, modify, backup and restore Database or Web objects.
3. Migrates production changes to Database or Web objects.
4. Installs enterprise level software related to the Database or Web.
5. Installs incremental and bundled upgrades and patches to the Database or Web.
6. Assists in developing and updating documents related to the Database or Web.
7. Assists in troubleshooting and debugging enterprise level problems related to the Database or Web.
8. Recovers Database or Web during a Disaster Recovery.
9. Researches current trends in Database or Web technologies, tools, and best practices.

**SECURITY ADMINISTRATION**

1. Performs security access for the infrastructure for internal and external environments.
2. Implements security measures for the hardware, software, and infrastructure for internal and external environments.
3. Installs and tests security tools for desktop systems, including host integrity on desktops, scanning, and vulnerability evaluation tools.
4. Recovers systems during a Disaster Recovery.
5. Performs Security monitoring and reporting on database, network usage, and application events.
6. Prepares support documentation and diagrams that will assist in the administration of the security environment, including audits.
7. Researches current trends in security requirements, technologies, tools, and best practices.
8. Assists in developing and updating documents related to the administration and operation of the security environment.
9. Executes 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 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.

**Database Administration Required Knowledge of:** Principles, practices, and procedures of database and web administration; principles, practices, and procedures of data management and application software; operational characteristics of server operating systems; and methods and techniques to develop, test and implement database or Web application systems.

**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; Network Security Monitoring and Incident Response operations; remediation methods; and information technologies such as computer hardware and software, operating systems, and networking technologies.

**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; 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.

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

**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; identify, analyze, remediate and report on cyber security incidents.

### 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 at all levels.)
- Valid Certified Information Systems Auditor (For the Security Administrator at all levels.)

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**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.