

CITY OF BELLINGHAM

CLASSIFICATION SPECIFICATION

CLASS TITLE: Technical Systems Administrator

UNION: S&P

DEPARTMENT: Information Technology Services

SG: 10

CS:N

FLSA:N

EEO4CODE:PR

NATURE OF WORK:

Provides coordination, oversight, systems administration, technical support and training for assigned areas of responsibility within the City's Information Technology Services Department (ITSD). Work involves delivering services that help optimize the use of information technology to the highest benefit of the City. Responsible for service delivery for key customer-facing services provided by the department as assigned. Assures the optimization and operation compliance of both hardware and software for the assigned area(s) of responsibility; maintains and develops programs in support of current and anticipated system needs; provides cross functional support and maintenance of associated enterprise systems. Employees in this job classification are assigned to one or more IT areas of responsibility within ITSD. Areas of responsibility may be reassigned and/or redistributed within the scope of the classification as necessary to best meet the needs of the Department and the City. Supervises lower classified technical support staff as assigned.

DISTINGUISHING CHARACTERISTICS:

Technical Systems Administrator are distinguished from the Systems Analyst series classifications by the Technical Systems Administrator's focus on overseeing and performing a broad range of technically complex duties on multiple platforms with responsibility for one or more technical discipline areas and associated systems within ITSD, in conjunction with responsibility for overseeing key customer-facing service areas of the department.

A Systems Analyst I or II is typically assigned to support systems from multiple City departments serving as a consultant and technology advisor for client City departments. A Systems Analyst I serves a smaller number of departments or supports fewer systems that are lower risk. The Systems Analyst II classification requires an understanding of the needs and requirements of multiple business functions, which may or may not be interrelated, and primarily supports enterprise software systems. A Systems Analyst II frequently serves as project manager and provides technical leadership for projects with participation by stakeholders from multiple City departments and responsibility for reconciling conflicting requirements for systems between Departments.

The Technical Systems Administrator classification is distinguished from the Technical Support/Applications Support classification by administering systems and overseeing service areas that serve the entire enterprise, by a greater degree of complexity of work, a greater level of independence in decision-making exercised by incumbents and a greater degree of leadership provided by incumbents.

SUPERVISORY RELATIONSHIPS:

Reports to a senior manager, department director or designee. Works independently under the supervision and the guidance of applicable city, federal, state and local statutes, regulations, policies

and procedures. May supervise lower classified staff, as assigned, or assign work to project team members.

ESSENTIAL FUNCTIONS:

1. Responsible for oversight of key customer-facing service areas in support of the enterprise, including outreach to and contact with employees at all levels of the organization. Analyzes and assesses service needs; establishes priorities, goals, delivery methods and strategies related to assigned area of responsibility under the direction of a manager.
2. Responsible for overall application system administration activities for assigned systems, such as development, installation, upgrades, modifications, data integrity, security, technical support and troubleshooting. Evaluates current procedures and recommends changes and improvements. Analyzes on-going problems and recommends courses of action to address problems. Maintains a close working relationship with vendors to identify and solve problems with software systems. Troubleshoots problems and makes corrective changes to existing configurations through consultation with vendor. Attends user meetings with vendors as needed.
3. Implements and administers large or complex computer software applications; design, configure and test system software; troubleshoot user software problems.
4. Provides comprehensive technical assistance and training in the use and applicability of assigned City system(s) to employees at all levels of the organization; develops standards, procedures and user manuals.
5. Participates in the development of department goals, objectives and priorities for assigned areas of responsibility including the implementation or upgrade of systems; prepares and presents strategic technology plans.
6. Manages assigned projects; evaluates system requirements; researches and develops information technology system solutions; conducts cost benefit analyses; develops project timelines and budgets, monitors project performance and compliance with applicable specifications, prepare and present project progress reports for department management, identifies problems and issues, recommends solutions and ensures quality and timeliness of work performed.
7. Coordinates with other staff in the Information Technology Services Department in planning, designing and implementing application databases, maintaining security and user access. Designs, creates and maintains physical objects including tables, files, libraries and indexes to support computer applications using database management systems.
8. Supervises lower classified Technical Support staff. Coordinates work activities, trains, evaluates, effectively recommends hire and delivers corrective action as needed to assigned staff.
9. Provides high level helpdesk support to users and follows up to ensure resolution, involving other ITSD staff as necessary.

ADDITIONAL WORK PERFORMED:

1. May be assigned as backup administrator for additional systems or technical discipline areas to ensure the continuity of all services across systems and applications.
2. Performs other related duties within the scope of the classification.

KNOWLEDGE AND SKILLS:

Technical:

- Comprehensive and up-to-date knowledge of principles and procedures related to providing technical support services in a customer-oriented environment.
- Comprehensive and up-to-date knowledge of and skill in utilizing Microsoft technologies.
- Comprehensive and up-to-date knowledge of client technology support including Windows-based computers, tablet computers, smart phones, printers, wireless technologies including Virtual Private Networks (VPN); industry standard methods for deploying hardware and software in a complex multi-site enterprise environment.
- Strong ability to use wide variety of rapidly evolving system development and scripting tools.
- Ability to understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents; and to develop compliance programs as needed
- Ability to maintain technology skills and knowledge in a rapidly-changing environment; including complexity generated by increased compliance and security requirements, and including ability to proactively monitor Microsoft cloud-based and on-premises enterprise architecture, products, and services

Management/Supervisory:

- Strong leadership qualities such as interpersonal sensitivity, adaptability, flexibility, and reasoning skills
- Strong knowledge of the principles and practices of leading, supervising, and training teams.
- Good supervisory skills including the ability to plan and organize the work of others, and train employees in work processes and techniques.
- Knowledge of City and department policies and procedures including work processes and labor contract provisions for the workgroup.
- Expert ability to interpret and manage software licensing documents, related budgets, systems usage, and asset tracking
- Strong ability to manage project budgets and staff resources
- Ability to motivate and encourage staff, build teamwork, and foster a results oriented environment.

Communications:

- Strong written communication skills for composing documentation, preparing reports, and corresponding with City employees and vendors.
- Excellent communication and interpersonal skills for interactions with co-workers, supervisors, managers, other City employees, and the general public.

Other:

- Ability to establish and maintain effective working relationships with other employees, City officials, and representatives of other government agencies.
- Excellent organization, time management, problem solving, technical troubleshooting, and planning skills. Ability to work on several projects concurrently.
- Maintains the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.

- Physical ability to perform the essential functions of the job including
 - dexterity of hands and fingers to operate a computer keyboard
 - ability to lift and carry up to 25 pounds,
 - ability to exchange verbal information in person and by telephone
 - near distance visual acuity to diagnose and resolve technical problems with computer displays and to assure proper operation of computers and software
 - Ability to sit or stand for long periods of time

WORKING ENVIRONMENT:

Works extensively at a computer workstation, in an office environment, with frequent visits to customer work sites.

EXPERIENCE AND TRAINING REQUIREMENTS:

- BA or BS degree in computer science, information systems management, business computer programming or related field.
- Three years of progressively responsible experience supporting, implementing and providing direct technical services in a complex network environment.
- Supervisory experience preferred;
- Experience in a governmental setting preferred.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal conviction and local background check.
- Some positions may require a more stringent background check.

PREPARED BY: A. Sullivan
3/17

REVIEWED BY: _____
Marty Mulholland,
ITSD Director

JOINT CLASSIFICATION COMMITTEE ADOPTION: _____ April 10, 2017