



JOB DESCRIPTION

TITLE: IT Systems Administrator
STATUS: Non-Union/FLSA Exempt
GRADE: 18

JOB SUMMARY:

Responsible for the design, maintenance, and enhancement of the District's technology systems. Serves as project and/or technical lead for advanced customer support, system implementations, IT projects, and security. This position would be equivalent to a Senior or Lead IT Systems Analyst.

Carefully utilizes professional knowledge, expertise, guidelines, policies, and creative alternatives to make non-routine judgments and develop recommendations to management regarding complex issues and policies. Uses independent discretion and selects appropriate methods to solve problems, fulfill assignments, accomplish projects, and balance competing priorities.

REPORTING RELATIONSHIPS:

This position reports to the IT Manager. This position does not directly supervise other positions, but is responsible for leading and coaching interdepartmental teams.

ESSENTIAL DUTIES include but are not limited to the following:

- Analyze customer needs to design systems and procedures to solve business problems.
- Manage the health of technology systems to ensure capacity, performance, reliability and security.
- Research, evaluate, and recommend emerging technologies that provide value and serve long term goals.
- Design, develop, implement, maintain and improve technology systems and procedures.
- Manage technology replacement and improvement activities in accordance with AWWD standards.
- Create technical and end user documentation.
- Resolve end user and device incidents escalated from IT coworkers.
- Act as project and/or technical lead for multiple concurrent projects.
- Manage relationships with vendors to ensure quality and timeliness of deliverables.
- Respond to emergencies and perform critical maintenance outside of business hours.
- Perform other duties as assigned.

Knowledge, Skills, and Abilities:

- A positive attitude with strong listening and interpersonal skills;
- Effective verbal and written communication using tact, patience, and courtesy;
- Leadership competencies including organizational agility and building effective teams;
- A commitment to community and teamwork;
- Project management processes, tools, and techniques;
- Creation of clear and concise user documentation, training materials, and training classes;

- Business process analysis and documentation;
- Continuous improvement techniques that foster a learning organization;
- Respectfully translate technical information to be easily understood by non-technical personnel;
- Change management techniques that foster user adoption;
- Work independently with minimal supervision; and
- Knowledge of technology systems including:
 - End user advanced troubleshooting and support, including computers, software, identity and access, and mobile devices.
 - Authentication and application systems; Active Directory; MS SQL; Internet Information Server; database management; ArcGIS, system integration; automated scripts, application development, and web based applications.
 - Network and server management; wired and wireless voice and data communication; switches; routing; security; firewalls; virtual private networks (VPN); virtual server environments; storage area networks; Windows Server Operating Systems; and disaster recovery.

Experience/Education:

Any equivalent combination of education and experience that provides the individual with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be five years of progressively responsible experience in IT and a bachelor's degree in information technology or a related field. MCSE, CAPM, CSM, CSPO, and/or SSCP, or an equivalent certification is preferred.

WORKING CONDITIONS:

Duties are primarily performed in an office environment with limited travel to worksites throughout the District. The position has exposure to electrical currents and a work space that may restrict movement.

PHYSICAL REQUIREMENTS:

This position typically requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, finger dexterity, grasping, feeling, talking, hearing, seeing and repetitive motions.

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force consistently to move objects.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the AWWD.

Approved: March 19, 2018
 Revised: March 18, 2019