

CITY OF BRISBANE

INFORMATION TECHNOLOGY AND SYSTEMS ADMINISTRATOR

Definition

Under general supervision of the Finance Director, installs, maintains, troubleshoots and upgrades computer hardware, software, networks and telecommunications systems and equipment; analyzes manual and automated financial, business and administrative systems for conversion and upgrade; determines systems requirements and recommends acquisition, installs, maintains, troubleshoots and upgrades software modules; trains users in effective use of applications; prepares documentation and provides user assistance to City staff; and performs related work as required.

Class Characteristics

Information Technology and System Administrator is a technical support class that, depending upon assignment and City needs, provides hardware, systems analysis, and training and user assistance to the City in the areas of business, financial and administrative support systems. The work may involve the physical installation, assembly, configuration and maintenance of systems, responsibilities also include upgrading and full use of the payroll and financial record keeping and reporting system, and the provision of assistance regarding hardware and software applications and upgrade. All positions work with City staff to assist them in using their equipment and applications in the most effective and efficient manner. This class is distinguished from the Finance Director in that the latter has overall management responsibility for all functions and activities of the Finance Department.

Examples of Duties (Illustrative Only)

- Installs, configures and upgrades operating systems and software, using primarily standard business and administrative application packages; may design or modify specific applications for use in an operational department.
- Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration.
- Administers the City's Local Area Networks (LANs) and Wide Area Networks (WANs); excluding those systems or sub-systems where management and maintenance are explicitly assigned to third parties (e.g. CLETS, 911 computers, LEADS, etc.); maintains user accounts, including security and access requirements and routine data backup; develops and/or installs data storage systems; monitors hardware and software performance.
- Installs, documents and upgrades comprehensive financial management system software, which includes such elements as general ledger, accounting report preparation, payroll, utility and marina billing and record keeping, cash flow, fixed assets and reconciliation and business licenses.
- Updates the City's financial system processes to conform to the automated system; trains and assists staff in implementing the system.

- Confers with each City department to ascertain their automation system needs; researches and evaluates alternatives; assists in installing system software and coordinates the installation of hardware and connection to networks; documents systems and trains staff in the use of new or modified applications.
- Administers the City's email system and Internet services.
- Staffs the City's Help Desk; troubleshoots hardware, software and peripheral problems; implements solutions or notifies outsource service providers as required.
- Assists in instructing City staff in the use of standard business and administrative software, including word processing, spreadsheets and data base management; provides instruction or written documentation where required.
- Acts as a liaison with the City's outsource software and hardware service providers; works closely with them to solve problems and increase service level.
- Assists with the design and maintenance of the City's Website.
- Monitors, modifies and upgrades the City's telecommunication system; installs and moves equipment as required.
- Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software, and network technology and recommends modifications as appropriate.
- Maintains accurate records and files related to work performed.

Qualifications

Knowledge of:

- Functions, operations and technology related to City financial, business and administrative applications and related hardware and software.
- Current technology related to City applications, networks and telecommunications and the equipment and software required to maximize system support.
- Principles and procedures of standard business applications, such as word processing, spreadsheets and data base management.
- Procedures for installing, configuring, upgrading, troubleshooting, and repairing applicable hardware, software and peripherals.
- Principles, practices, hardware and software related to the establishment and maintenance of LANs and WANs.
- Principles of Web site development and maintenance.
- Business arithmetic and basic statistical techniques.
- Standard office support practices and procedures, including the use of standard office equipment.
- Techniques for explaining technical concepts and procedures to non-technical users.

Skill in:

- Installing, configuring and upgrading operating systems and software, using primarily standard financial, business and administrative application packages.

- Installing, assembling and configuring computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware.
- Administering the City's non-law enforcement Local Area Networks (LANs) and Wide Area Networks (WANs).
- Troubleshooting and solving hardware and software problems.
- Instructing staff in the use of new or upgraded computer applications, hardware and software.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing work, setting priorities and meeting critical time deadlines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
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Education and Experience:

Equivalent to completion of two years of college or possession of an Associate of Arts degree in computer technology or a field related to the work and three years of experience in performing systems analysis, software installation and documentation and user training in a business and/or administrative hardware and software environment similar to that of the City. Possession of a Bachelor's degree in an appropriate field and/or experience in a public agency setting is desirable.

License and Certification:

Must possess a valid California class C driver's license and have a satisfactory driving record. Possession of Microsoft certification is desirable.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; strength and agility to lift equipment weighing up to 40 pounds and to work in small spaces to install equipment; vision to read printed materials and a computer screen; color vision to distinguish between colors of wiring; and hearing and speech to communicate in person and over the telephone.

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Abolished:

