POSITION: **SYSTEMS ADMINISTRATOR, PC SUPPORT (PS101142)**
This position is represented by the International Federation of Professional and Technical Engineers, Local #21

LOCATION: **SAN FRANCISCO, CA – GOLDEN GATE BRIDGE TOLL PLAZA**

SALARY: **$38.85 -$46.93 per hour, plus benefits (40 Hour Workweek)**
(*Employee pays 7% of salary/wage toward CalPERS retirement plan*)

OPEN TO: **All qualified applicants**

OPENINGS: **One (1) vacancy and to create an Eligibility List**

DATE POSTED: **FEBRURAY 6, 2020**

CLOSING DATE: **FEBRUARY 27, 2020**

POSITION DESCRIPTION:
Under general supervision of the Manager, Information Systems, maintains the desktop personal computing and printer environment of the District. This includes all portable computers, Smartphones/Cell Phones and handheld inventory scanning devices. Maintains internal database of PC assignments. Works closely with user and technical staff to coordinate installation and change of PC's and to determine and correct problems that may occur during start-up and operation. Consults with vendors and manufacturers regarding product compatibility and purchases. Investigates and resolves hardware and software problems expeditiously and with minimum disruption to end users. Initiates and tracks resolution of trouble calls if equipment is under maintenance contract and/or requests outside repair service as necessary. Position is located at the Golden Gate Bridge Administration area, but involves regular and frequent travel to other District facilities in San Rafael, Larkspur, and occasionally to San Francisco, Novato and Santa Rosa. Position also functions as support and will be responsible for supporting the help desk resolve end-user problems. Position will also be cross-trained with other department personnel as needed.

EDUCATION/EXPERIENCE REQUIREMENTS:
- 1-3 years' position related experience installation and repair experience with Windows PC's, (WIN 7 and 10) in a corporate LAN environment
- Requires completion of an Associate or Undergraduate degree in Computer Science or related field
- Additional position related qualifying experience may be substituted on a year-per-year basis in lieu of degree

ESSENTIAL RESPONSIBILITIES:

- Responsible for the setup, configuration, installation and maintenance of all personal computers and printers. The current District environment includes both Microsoft and Citrix technologies
- Ensure that the end user experience is extremely positive
- Conducts and coordinates training workshops on a regular basis
- Contribute to and deliver improvements that support the continuous improvement of processes and controls within the team, adopting ITIL best practices where possible
- Conduct regular surveys of users to determine effectiveness of helpdesk services, current examples are Annual Satisfaction and Call Closed Satisfaction survey
- Identify opportunities for automation, and assist with the development of automation systems to address those opportunities
- Participation with research, planning, scoping, implementation and ongoing support for projects
- Provide level-1 and level-2 assistance to users for all applications and endpoint devices.
- Respond to client requests via phone, email, and Helpdesk tickets.
- Installs, configures, upgrades, troubleshoots, repairs and maintains end-user computers
- Installs, configures and maintains new and/or upgraded operating systems, applications, network and client protocols and software, remote access, other software, including applications unique to an individual end user department
- Participates in a variety of specialized projects and software installations, such as AUTOCAD, ARCGIS and other District specific software products.
- Installs Oracle and SQL Products configures ODBC and SQL connectivity
- Maintains accurate records and files related to work performed; maintains inventory records and documents equipment installations and configurations
- Maintains user access, including add and delete users, modify their configurations, security rights and access rights
- Adds and removes computers from Microsoft Active Directory Domain as needed
- Monitors desktop anti-virus platform and resolve issues
- Performs basic hardware repair of PC's and peripheral devices (most printer maintenance and all printer repair is outsourced)
- Assists vendors in installation of network connected copiers
- Regular and reliable attendance and performance are required
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge of Microsoft Desktop Operating Systems up to and including Windows 10
- Experience supporting Microsoft Office 365
- Experience working with Microsoft Domain Network environment
- Experience with antivirus software
- Installation and configuration of standard business and administrative software, including emulation software
- Ability to prioritize competing requests for service
- Ability to work independently and make decisions without supervision
- Ability to prioritize multiple tasks and organize schedules to meet District requirements
- Ability to explain technical information to non-technical users
- Record keeping practices and procedures
- Demonstrated ability to prepare clear, concise reports, documentation and correspondence
- Maintains current knowledge of the field including learning new and existing software, applications, databases and hardware through formal, informal and on the job training and self-study

- Ability to communicate professionally and effectively, both orally and in writing, with all levels of personnel
- Ability to work professionally and productively with all encountered in the course of work, including personnel in governmental agencies, local authorities, vendors, consultants, the general public, and District staff
- Knows and follows the safety and health rules and safe working practices applicable to the position
- Experience with creating, installing and extracting files from Backup images
- Experience with wireless networking

DESIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Hardware, software and networking protocols utilized in LAN, WAN and related data communication systems, including fiber optics and peripheral equipment
- Thorough knowledge of TCP/IP communication
- Knowledge of VLAN technology
- Experience with Cisco VOIP phone system
- Experience with Citrix XenApp
- Experience with Trend Micro Officescan desktop anti-virus
- Experience using IBM Bigfix to distribute software and patches
- Experience with TeamViewer
- Experience with Microsoft Bitlocker for enterprise
- Basic knowledge of networks, switches and routers – This is necessary to assist and backup the Network Administrator in emergencies and vacations

LICENSE(S):

- Must possess and maintain a current, valid California driver's license and satisfactory driving record. (Drives District vehicles to Bay Area facilities on a regular basis)

PHYSICAL REQUIREMENTS:

- Mobility to work in a typical office and computer room setting
- Mobility and dexterity to install cables and other computer and network hardware
- Strength to lift and move components weighing up to fifty (50) pounds
- Vision to read printed materials and a computer screen
- Color vision to distinguished between differing wiring and cabling components
- Hearing and speech to communicate in person and over the telephone

OTHER REQUIREMENTS:

- Must be willing to work extended hours or called back in emergency situations
- Must be willing to be on-call (for emergencies only) on a rotating basis

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APPLICATION PROCEDURE:

FAILURE TO MEET ANY OF THE REQUIREMENTS STATED MAY RESULT IN REJECTION OF YOUR APPLICATION

TO APPLY: www.goldengate.org/jobs

The District's Human Resources Kiosk is available for filling out and submitting your online application and employment documents. The HR kiosk is located at the San Rafael Office. For directions and general information, visit our website www.goldengate.org.

All notices related to District recruitments for which you apply will be sent via email. Please ensure the email address you provide on your application is correct, and add '@goldengate.org' as an accepted address to any email blocking or spam-filtering program you may use to ensure receipt of notification from the District regarding your recruitment application. The District is not responsible for notices that are not read, received, or accessed by any applicant for any District recruitment.

THE FOLLOWING DOCUMENT(S) MUST BE SUBMITTED AT TIME OF APPLICATION:

1. GGBHTD Online Employment Application
2. Resume (Attach as PDF copy to your online application)
3. A statement supporting additional recent position related experience should be submitted for those applicants who do not possess a degree (Attach as PDF to your online application).

THE SELECTION PROCESS FOR THIS POSITION MAY INCLUDE:

- Skills Assessment Examination
- Oral Panel Interview
- Department interview for final candidates
- Background, Employment and Security Investigation

*(*) The District will only invite those candidates whose qualifications **MOST CLOSELY MATCH** the position requirements to continue in the selection process.*

AN EQUAL OPPORTUNITY EMPLOYER
The Golden Gate Bridge, Highway and Transportation District provides equal employment opportunity for all qualified persons based on merit and other job-related factors without regard to race, color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical and mental disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding and/or related medical conditions) gender, gender identity, gender expression, age (40 years and over), sexual orientation, veteran and/or military status, protected medical leaves, domestic violence victim status, political affiliation and any other status protected by state or federal law. **Applicants with Disabilities:** The Human Resources Department will make reasonable efforts to accommodate applicants with disabilities to complete the Employment Application and in any job-related examination process. Please contact Human Resources at (415) 257-4535 to request assistance with an Employment Application. To request a job-related examination process accommodation, please submit your request to Human Resources with sufficient time to allow the District to consider the reasonableness of the request.

Updated 2/5/2020 LG

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