JOB TITLE:	SENIOR DESKTOP SYSTEMS ADMINISTRATOR	DIVISION:	DISTRICT – INFORMATION SYSTEMS
REPORTS TO:	SENIOR INFORMATION SYSTEMS MANAGER	EEO CATEGORY:	03-TECHNICIAN
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	REPRESENTED	LOCATION:	SAN FRANCISCO

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under general supervision of the Information Systems Manager, this position provides advanced PC software and hardware technical support for the District. This position will work closely with user and technical staff to understand new computing needs and investigate the various solutions available for the problem, and to ensure that new computer technologies needed and being introduced to the District are properly investigated, planned for and implemented. A thorough knowledge of the District's computing environment, (server, desktop, LAN and WAN environments is necessary. This position also functions as advanced support to the District's Help Desk. 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.

Essential Responsibilities

- Responsible for advanced support of applications running on District PCs
- Works closely with representatives of user departments to determine how to satisfy the operational requirements for a variety of new hardware and software, and provide consultation and expertise. Position will also participate in procurement, installation and training for implementation of new technology
- Ensures new software applications needed by end-users departments will integrate with District's existing computing environment
- Analyzes various vendor solutions prior to purchase to determine best product for District environment
- Assists in installation configuration, upgrading and advanced troubleshooting of end-user computers
- Participates in a variety of specialized projects and software installations, such as AUTOCAD, ARC GIS and other District specific software products
- Maintains accurate records and files related to work performed; maintains inventory records and documents equipment installations and configurations
- Consults with vendors and manufacturers regarding product compatibility and purchases
- Maintains current knowledge of, and evaluates and recommends, the acquisition of technology and equipment that will enhance the operations and management of the District's information systems

- Prepares a variety of reports, correspondence, policies, procedures, plans and other written materials
- Maintains liaison with hardware, software and communications vendors
- Assists Procurement Department in obtaining bids for I.S. Department purchase
- Responsible for Maximo requisition input for I.S. Department purchase
- Acts as advanced support and backup to Help Desk as needed (e.g., vacation coverage)
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service
- Performs additional related duties as assigned
- Regular and reliable attendance and performance are required

Required Knowledge, Skills and Abilities

Working knowledge of:
- Microsoft Desktop Operating Systems up to and including Windows 7 Pro
- Writing scripts to automate processes
- Working with Microsoft Domain Network environment
- Antivirus software
- Installation and configuration of standard business and administrative software
- Record keeping practices and procedures
- The field including learning new and existing software, applications, databases and hardware through formal, informal and on the job training and self-study
- And follow the safety and health rules and safe working practices applicable to the position
- Wireless networking
- VBA for Microsoft Office
- Networks, switches routers and VLAN technology desirable

Ability to:
- Support Microsoft Office Suite
- Prioritize competing requests for service
- Work independently and make decisions without supervision
- Prioritize multiple tasks and organize schedules to meet District requirements
- Explain technical information to non-technical users
- Prepare clear, concise reports, documentation and correspondence
- Communicate professionally and effectively, both orally and in writing, with all levels of personnel
- 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
- Follow the safety and health rules and safe working practices applicable to the job

Minimum Qualifications

Education and/or Experience:
- A minimum of 3 to 5 years of position related experience in working in MS Windows based corporate LAN environment
- Requires completion of an Associate or Undergraduate degree in Computer Science or related field
- Persons with additional years of experience and/or directly related vendor certification will be acceptable

Physical Requirement:
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 distinguish between differing wiring and cabling components. Hearing and speech to communicate in person and over the telephone. 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.