

JOB TITLE:	SYSTEM ADMINISTRATOR - PC SUPPORT	DIVISION:	DISTRICT – INFORMATION SYSTEMS
REPORTS TO:	SENIOR INFORMATION SYSTEMS MANAGER	EEO CATEGORY:	03-TECHNICIAN
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	REPRESENTED	LOCATION:	CAN BE ASSIGNED IN SAN FRANCISCO; SAN FRANCISCO OR LARKPUR

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 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.

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
- 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 performance and attendance is required

Required Knowledge, Skills and Abilities

Working knowledge of:

- Thorough knowledge of Microsoft Desktop Operating Systems up to and including Windows 10
- Experience supporting Microsoft Office 2016 Suite
- Microsoft Domain Network environment
- Microsoft Office Suite
- Antivirus software
- Installation and configuration of standard business and administrative software, including emulation software
- Record keeping practices and procedures
- 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
- creating, installing and extracting files from Symantec Ghost images
- Wireless networking



Ability to:

- Prioritize competing requests for service, multiple tasks, and organize schedules to meet District requirements
- Work independently and make decisions without supervision
- 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 position

Desirable Knowledge, Abilities, and Skills:

- 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 Code42 Crashplan backup
- Experience with Microsoft Bitlocker for enterprise
- Basic knowledge of networks, switches and routers – This is necessary to assist and backup the Senior Network Administrator in emergencies and vacations

Minimum Qualifications

Education and/or Experience:

A combination of college level training and position related experience equivalent to:

- 1-3 years' position related experience installation and repair experience with Windows PC's, (Windows NT 4.0, W2K and WIN XP) in a 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.

