Information Services Administrator

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
221	Exempt	2 - Professional	AFSCME	9	REV 6-06	1052	1 of 2

DEFINITION: Under general supervision, supervises the staff and work activities of the General Office Data Center; consults with District departments and end-users; and ensures that all users of the District's technical infrastructure have the tools they need to accomplish their jobs.

REPORTS TO: Chief Technology Officer (CTO), and Information Services Support Manager (ISSM), or designee.

ESSENTIAL FUNCTIONS: may include, but not limited to, the following:

- Ensures the General Office (GO) Data Center enter environment is appropriate for serves, computers, and peripheral equipment.

- Develops and maintains standard operating procedures for functions performed by assigned staff of the GO Data Center, including the Network/Server Engineers. Motivates, trains, and assigns work, and evaluates staff performance.

- Monitors and evaluates jobs, maintenance, and monitoring logs to ensure that unit functions and equipment are running and functioning properly.

- Confers with user department representatives regarding production needs; and provides user departments with computer output and reports, according to schedule.

- Prepares and submits requests for maintenance, hardware, software, and supplies for the GO Data Center's mainframe computer, servers, personal computers, and related equipment.

- Prepares the GO Data Center's budget, forecasts future expenditures; and provides forecasts and projections for the overall IS department budget.

- Prepares and submits requests for updated equipment and software to the CTO for approval, and makes adjustments to budget amounts based on the CTO's input.

- Facilitates Citrix administration, and the agenda and activities of the Configuration Control Board.

- Orders all media and supplies for the Data Center, and consults with hardware and software maintenance vendors for maintenance, updates, and contract renewals.

- Confers with the Information Technology Team about on-going and future projects for the team, department, and District.

- Participates in the selection of outside consultants, contractors, and vendors; negotiates and recommends payment for services, resolves contract scope issues, and may supervise consultants assigned to projects and studies.

- Manages the review and design of hardware and software modifications.

- Investigates, troubleshoots, and resolves computer hardware and software issues; and consults with end users regarding systems needs.

- Writes user and systems requirements, documents performance-based specifications and final systems designs; and communicates results with end users and consultants.

- Monitors technical developments related to systems planning, programming, and analysis; evaluates impact on District operations; and recommends and implements procedural and policy changes.

-

This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is **not** intended to reflect all duties performed within the job.	Established 5/13/98. 1st Revision: 6/21/06	Approved by Rick Fernandez, General Manager Date

Alameda Contra Costa Transit District
Classification Specification

Information Services Administrator

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
221	Exempt	2 - Professional	AFSCME	9	REV 6-06	1052	2 of 2

- Writes comprehensive status reports regarding regular Data Center activities, budget development and administration, and on-going and proposed projects. Prepares oral and written communications describing technical issues, and schedules for all District personnel.

- Confers with the CTO, ISSM, and IS Project Managers regarding assignments and projects; and may report findings to Executive staff.

- Coordinates, schedules, and maintains the back-up of all data located on District servers and computers; and stores the data in a safe and secure environment.

- Performs related duties, as required

MINIMUM QUALIFICATIONS:

Knowledge Of: Principles, practices, and methods of IS systems planning and development; project management techniques such as project control, budgeting, scheduling, and administration including goal-setting, program development and implementation, and employee supervision; practices of hardware and/or software applications in a client-server environment; Compaq Computer Servers, Microsoft Windows, Computer Backup Storage Devices (Orbit/Tapeware/MPEX) and/or HP3000 mainframe environment; principles, methodology, and applications of relational database theory; systems design, configuration, set-up, testing, and troubleshooting procedures; current technology architectures; database recovery techniques; data dictionary tables and tools; documentation procedures; mathematics, algebra and statistics; and modern office methods and procedures.

Ability To: Organize, supervise, motivate, and monitor the work of assigned staff at various levels of proficiency; team build and provide leadership; create standards, procedures, and instructions for the assigned unit staff; forecast unit needs and develop long-term goals and plans; develop and monitor the unit budget; provide input into the department's budget; anticipate, troubleshoot, and resolve project disruptions and malfunctions with databases, networked systems, and/or PCs; write documentation, and reports; maintain records; compute mathematical formulas; set-up and install software and/or hardware; keep abreast of current and imminent developments in computer technology and make recommendations; communicate effectively in English both verbally and in writing; and establish and maintain effective working relations with assigned staff and other District personnel using principles of good customer service.

Education: Equivalent to a Bachelor's degree in Computer Science, Management Information Systems, or a directly related field.

Experience: Six (6) years of recent, verifiable, and increasingly responsible experience in Information Services, computer technology, or a related field; including at least three (3) years of supervisory experience. Additional experience above the minimum will be considered in lieu of the education requirement on a year-for-year basis.

Physical Requirements: Must maintain the physical condition necessary to perform tasks in an office setting operating multiple computers, keyboards, and other peripheral equipment; and occasionally lift and carry objects weighing up to seventy (70) pounds.

Special Requirements: (1) Certification as a Microsoft Certified Systems Engineer (MCSE), or Microsoft Certified Systems Administrator is desired. (2) Must possess or obtain and maintain a California Class C Driver License and meet the District's safe driving standards.

This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is **not** intended to reflect all duties performed within the job.	Established 5/13/98. 1st Revision: 6/21/06	
		Approved by Rick Fernandez, General Manager Date