

**ADMINISTRATIVE SERVICES DEPARTMENT  
INFORMATION TECHNOLOGY DIVISION  
PUBLIC SAFETY SYSTEMS ADMINISTRATOR**

**GENERAL DUTIES:** Under general supervision of the Information Technology Director, manages large scale projects including mission critical services such as public safety hardware and software applications; supervises IT staff and resources; analyzes business needs for technology; designs, plans, and implements administration and maintenance of enterprise applications and servers; performs system upgrades; develop IT policies and system documentation; participates in the development and implementation of the future vision of the IT Division; performs related work as required. This Exempt, Professional level position is also expected to handle material efficiently, confidentially, and in a professional manner.

**GENERAL REQUIREMENTS:**

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/city policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Responsible for initiating, maintaining and overseeing all public safety systems from preventative maintenance, process improvements and enhancements, diagnostic routines, to ongoing technical support.
2. Analyze, plan, coordinate, schedule, support, and administer the citywide servers, which includes the domain controls, mail, patch managements, virus control, and backup servers; plan and schedule maintenance/repair activities; develop programs for routine and preventive maintenance of servers.

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3. Assist in the development, implementation, updating and expansion of the City's Information Technology programs; including establishing goals, priorities, policies and procedures; design and/or participate in the design of mission critical services; develop IT policies, and system documentation; identify and implement other methods of technology; evaluates technology and provides implementation strategies.
4. Responsible for developing, maintaining and tracking project plans for public safety initiatives; coordinating staff and resources; communicating the progress of the project to all stakeholders; tracking deliverables, developing agendas and meeting minutes; participation in decision making processes and planning.
5. Oversee a variety of maintenance contracts and projects pertaining to IT related operations, both hardware and software. Participate in information gathering to assist other departments dealing with software/hardware projects; assist departments with process/systems improvement as requested or identified by management; document, design, implement system upgrades; coordination of upgrades between departments and vendors; testing of systems for optimum performance.
6. Stay updated on latest industry technologies and systems; maintain expertise in City standard hardware and software products, and maintain an awareness of advances in technology as they relate to City needs and objectives.
7. Supervises staff to provide direction and feedback and assure assigned projects and tasks are completed accurately and timely, meeting all assigned project deadlines.
8. Assists with analyzing the growth needs of the City's application server resources, to ensure the acquisition and timely implementation of required resources.
9. Take appropriate courses of action in response to questions, complaints, and emergency calls.
10. Provide computer training classes to IT and City staff.
11. Perform related work as required.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

**SKILLS:** Skill in:

1. Installing and configuring computer equipment, including personal computers, servers, multi-function devices, network printers, etc.
2. Analyzing, diagnosing and resolving software and hardware problems including personal computer and peripherals, network devices, communications equipment, etc.
3. Evaluating technology trends with potential costs in terms of resources and staff time.
4. Project management which includes planning, assigning tasks, scheduling work, coordinating tasks, testing with outside agencies, and monitoring work.
5. Interpreting and applying policies, procedures, rules and regulations and laws applicable to the work.

6. Organizing work, setting priorities and exercising sound independent judgment within established guidelines.
7. Maintaining accurate records and preparing clear, concise, and effective correspondence, reports and other written materials.
8. Establishing effective relationships with those contacted in the course of the work.
9. Making oral presentations and conducting effective training programs.
10. Directing the activities of individuals and/or groups toward the accomplishment of goals and objectives.
11. Specific areas of technology applications related to the work.
12. Determining user requirements and formulating balanced solutions that takes into account current and future needs, priorities, cost-benefit analysis, and available resources.
13. Managing complex projects and budgeting for those projects, including delineating their scope, preparing project work plans, resolving conflicts, and overseeing implementation steps.

KNOWLEDGE: Knowledge of:

1. Principles, procedures, practices, techniques and design terminology associated with personal computers, servers, multi-function devices, network printers, etc.
2. Principles, practices, and techniques of project management including; work planning, scheduling and reporting, basic principles and practices of financial accounting, and budget development and administration.
3. Capabilities and limitations of related hardware, including motherboards, internal memory, USB interfaces, mice, video display terminals, hard disk drives, CD ROMs, audio, adapters, scanners, printers, drives, internal and external communication devices, and capabilities and limitations of various operating systems.
4. Principles and practices of supervision, training and personnel management.
5. Current trends and developments in the field of computer technology.
6. Alternate work process and administrative systems, including both manual and computerized systems.
7. Principles of software packages and operating system utilities currently used in City's systems.
8. Customer service techniques.
9. Physical database recovery and procedures.

ABILITIES: Ability to:

1. Establish and maintain effective working relationships with supervisors, co-workers, other departments, vendors, outside agencies, and the general public.

2. Work independently with minimal supervision and use of considerable judgment and initiative are required in resolving problems and making recommendations.
3. Identify ways to improve productivity and effectiveness by using automation.
4. Develop and recommend cost effective technical system improvements.
5. Install, monitor, modify, and maintain systems software and hardware.
6. Analyze and evaluate software products and upgrades.
7. Identify and conceptualize user information needs; evaluate existing system and hardware/software capabilities relative to those needs; and implement changes/adjustments or make recommendations as appropriate.
8. Lead and coordinate complex projects.
9. Analyze situations quickly and objectively to determine the proper course of action.
10. Observe and problem-solve operational and technical deficiencies.
11. As required, perform the physical requirements of the job.
12. Read and interpret complex technical manuals and procedures; explain technical concepts in non-technical terminology and train others in the operation and application of personal computer systems.
13. Document procedures, process, requirement and specifications.
14. Provide training for end users on implementation and operation requirements of the system; maintain confidentiality of sensitive information.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone
4. Copier
5. Calculator or 10-key adding machine
6. Facsimile machine
7. Typewriter
8. Microfiche reader
9. Digital camera
10. Automobile
11. Paper shredder
12. Paper cutter
13. Computer scanner
14. Specialized computer hardware
15. Specialized tools and equipment used in installing and repairing computer equipment
16. Handcart or dolly
17. Splicing equipment
18. Grounding straps

19. Pager or two-way radio
20. Hand Tools -- screwdrivers, hammers, pliers used in installing computer equipment
21. Electric Tools -- screwdrivers, drills used in installing computer equipment
22. Cell phone
23. PDA
24. Projector and monitor

### **PHYSICAL DEMANDS:**

Under typical office conditions, employee will perform the following physical activities which include handling computer software, monitors, CPU's, printers, fax machines, files, books, binders, and boxes of work material or equipment:

1. Sitting, for prolonged periods of time working at a computer or attending meetings.
2. Walking, to and from different facilities to install or repair computer equipment/software.
3. Standing, while installing computer equipment/software, or working in the office.
4. Kneeling, when installing or repairing computer equipment/software.
5. Bending/stooping, when installing or repairing computer equipment/software.
6. Squatting/bending, when installing or repairing office or computer equipment/software.
7. Crawling, when installing or repairing computer equipment/software.
8. Kneeling, when installing or repairing computer equipment/software.
9. Climbing, ladders or stairs when working with cables or wiring equipment.
10. Balancing, when using ladders and replacing and installing computer equipment.
11. Twisting, when installing or replacing computer equipment/software in all facilities.
12. Reaching above, below, and at shoulder height, when installing/repairing/moving computer equipment, working with computer cables and wiring, and all office materials.
13. Repetitive hand motion including simple grasping, firm grasping, when writing and keyboarding.
14. Carrying, equipment and tools when installing or repairing a computer, monitor, printer, etc.
15. Pushing/pulling, handcart when replacing or installing computer equipment.
16. Lifting at least 50 lbs., when replacing, installing, or repairing computer equipment.
17. Driving, to other facilities to install or repair equipment, in addition to purchasing supplies and attending meetings and training.
18. Speed, in meeting deadlines and using office equipment.

### **SENSORY DEMANDS:**

Under typical office conditions, employee utilizes these senses while using a computer, printer, typewriter, telephone, fax machine, copier, calculator, adding machine, paper shredder, paper cutter, camera, automobile, and specialized equipment used in the installation and repair of computer equipment:

1. Seeing, color vision is necessary when working with electrical wiring and cables
2. Speaking
3. Hearing
4. Touching

**ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

## Office Conditions:

1. **Indoors:** Typical office conditions, over 80% of the time, servicing all City facilities.
2. **Flooring:** Low level carpeting, linoleum, tile, wood, etc.
3. **Noise Level:** Conducive to office settings with phones, copiers, radios, and typewriters. (There is a higher noise level when working in the computer room which houses the servers.)
4. **Lighting:** Conducive to normal office setting.
5. **Ventilation:** Provided by central heating and air conditioning.
6. **Dust or Fumes:** Normal to high indoor levels associated with dust and odors from computer equipment, paper, ink pens, copiers or other office-related equipment, in addition to crawling under buildings or in confined ceiling areas when running cable or checking equipment.

## Field Conditions:

1. **Indoors:** Typical field conditions, approximately 20% of the time, during delivery, installation, and maintenance of computer equipment throughout City facilities.
2. **Confined space:** In addition, may be required to crawl or work in confined spaces above the ceiling or below the flooring of each facility.
3. **Travel:** Under varying conditions via automobile or plane, less than 5% of the time.
4. **Flooring:** Asphalt, carpeting, linoleum, tile wood, uneven surfaces, etc.
5. **Noise Level:** Varying low to high equipment noise, while working in the Main Computer Room or with equipment such as a copy machine, printer, or other computer equipment.
6. **Lighting:** Conducive to normal office settings, but may also work in poorly lit areas under the flooring or above the ceiling when running cable or working on computer wiring.
7. **Ventilation:** Heating and air conditioning provided by a vehicle or facility or may be restricted when working below the flooring panels or above the ceiling tiles.
8. **Dust or Fumes:** Normal, outdoor levels and extremely dusty and dirty crawl spaces above the ceiling and below the flooring of all City facilities.

**HAZARDS:**

Mechanical and electrical exposure is low to high, when installing or repairing computer equipment. Exposure is minimal when properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, camera, radio, paper shredder, or paper cutter.

**ATMOSPHERIC CONDITIONS:**

On occasion, exposure to fumes from solvents and cleaners while performing maintenance or repair of computer equipment. Minimal to high exposure to fumes occurs in the typical office environment which may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:**

1. Bachelor's degree in computer science, information systems, or related field of study from an accredited college or university; **or**, an Associate's degree in a related field of study from an accredited college plus certification as a Microsoft Certified System Engineer 2003.
2. Five years of related work experience with three years of experience with public safety municipal applications.
3. Proficiency in the configuration and use of Microsoft's office automation software used by the City.
4. Microsoft Certified System Engineer (MCSE) required within two years from date of hire.
5. Pass a post-offer medical examination which includes a drug test.
6. Possess and maintain a valid California driver's license and a safe driving record necessary to operate assigned vehicles.
7. Pass a detailed background check including a Department of Justice criminal record check for employment.
8. Prefer non-tobacco user.