CLACKAMAS COUNTY

IT ADMINISTRATOR 2

CLASS CHARACTERISTICS

Under general supervision, to provide enterprise level support, planning, design, maintenance and implementation of Information Technology within a specified technical discipline; to assume responsibility for the operations of specific assigned systems; to assist and support other technology group members for the purpose of issue resolution or technology development and integration; and to do other work as required.

The technical disciplines for this series are:

Network Administrator - Responsible for the planning, design, installation, security, maintenance, and repair of the County's local and wide area networks.

Systems Administrator - Responsible for the design, implementation, maintenance and tuning of enterprise operating systems and infrastructure applications, computer systems security, and all related computing hardware infrastructure.

Database Administrator - Responsible for the analysis, design, implementation, and maintenance of databases managed by the TS Department, including the integrity and optimization of the database and data; backup and recovery; security and overall data management.

DISTINGUISHING CHARACTERISTICS

The Technology Services Department provides computing services to County departments and other public and private agencies. The department is made up of four Technology Services Department Divisions, including Administrative Support, Enterprise Services, Application Support, and Telecommunication Services.

The IT Administrator 2 is the journey level position within the series. Incumbents work independently and may assume responsibility for one or more assigned enterprise systems or occasionally act as a project lead. They apply advanced problem resolution techniques to systems within their technical discipline and participate in the development and installation of new systems or upgrades.

The IT Administrator 2 differs from the IT Administrator 1 which works under supervision and provides routine support and problem resolution, but is not assigned responsibility for enterprise systems or leadership of projects. It also differs from the IT Administrator, Senior which is assigned overall responsibility for all enterprise systems within the designated technical discipline, is considered the County's expert in that discipline, and has ongoing project management and lead responsibility for the work of assigned project staff.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Provides ongoing high-level technical support and enhancements to existing systems and applications; coordinates maintenance, testing and daily operations; prepares schedules for implementation; monitors, troubleshoots and maximizes performance and integrity; performs comprehensive diagnosis of problems, and develops and implements solutions; may be assigned responsibility for the day-to-day operations of one or more specific enterprise systems.

2. As a project lead, develops project definition, schedule and budget; organizes staff and resources; approves estimates of time and materials to complete projects; develops and maintains project reporting system; coordinates meeting schedules, agendas, objectives and materials; writes planning reports and correspondence; integrates recommended solution to existing environment.

3. Maintains secure internet connectivity; implements procedures for the secure backup and recovery of data as required; creates automation for customer connectivity and configuration requirements, system support, disaster recovery and database status alerts.

4. Assists with the deployment of new local and wide area network equipment, infrastructure applications or database software; performs the majority of work associated with installation, referring only the most complex issues to senior staff or management when necessary.

5. Develops and implements data security standards and guidelines for the protection of computer resources, data confidentiality and integrity; installs and maintains network security equipment; establishes and enforces security guidelines for access, passwords, and security levels.

6. Participates in long range planning and design of county local and wide area network configurations, systems infrastructure or databases; confers with departments to analyze current and projected requirements; monitors resources and system performance; conducts research on new systems or applications.

7. Designs and implements enterprise-wide standards and rule sets; prepares detailed specifications, diagrams and network charts; develops and maintains documented operational procedures.

8. Provides training and technical guidance to users and staff; works with other technical disciplines to facilitate issue resolution, technology development and integration.

REQUIRED KNOWLEDGE AND SKILLS

Thorough Knowledge of: Current technology associated with a specific discipline, including its application, design, installation, maintenance, performance optimization, troubleshooting and security as described below At this level, incumbents should be experienced in their discipline, able to think through issues, analyze problems, propose solutions, make technical recommendations and provide training to others.

- **Network Administrator –** Range of computer and networking software and hardware systems, web services, and related technologies; LAN/WAN layout and troubleshooting; infrastructure requirements and standards; computer security systems, applications, procedures and techniques.

- **Systems Administrator –** Workstation and server building/repair; operating systems and infrastructure applications; LAN/WAN layout and troubleshooting; remote administration and login scripts; virus prevention and security measures.

- **Database Administrator –** SQL language and relational databases; database interface protocols and techniques, application development using tuned database structures and data warehousing; design of application databases and creation of the database objects required to support it.

Skill to: Communicate effectively, both orally and in writing, including communicating technical information to non-technical users; translate user needs into productive systems; perform high-level technical analysis and design in support of county wide technical structures; install, configure and maintain systems for optimized performance; compile and analyze data, troubleshoot errors and problems and develop recommendations; prepare and deliver oral presentations; establish and maintain effective working relationships with users, staff, and vendors.

WORKING CONDITIONS

Incumbent typically works in a variety of settings and locations. Work requires the ability to bend, crawl, climb, stoop and be available at sites to provide client support in the installation, repair and maintenance of hardware and software. Incumbent must be able to lift or move personal computers, terminals and peripheral equipment which may weigh up to fifty pounds. Frequently works early and late hours to meet timelines, provide off-hour upgrade and maintenance, and respond to emergency situations.

Within the Electronics Services Division of Technology Services, duties require frequent to continuous standing, walking, squatting, kneeling, crawling, bending, twisting, climbing, overhead reaching, grasping, fine motor control, accurate color perception, and the ability to lift up to 80 pounds and carry 30 pounds. Duties also involve exposure to electrical hazards, confined spaces, loud noises, vibration, slippery and/or uneven surfaces, working at heights, exhaust fumes and dust, chemicals, and adverse weather conditions including extreme temperatures.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of six (6) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:
The following licensure/certifications are required at the time of hire.

- Vendor certification as applicable to specific discipline.

PRE-EMPLOYMENT REQUIREMENTS

Vendor certification as applicable to specific discipline.

Must successfully pass a criminal history check which may include national or state fingerprint records check.

For positions within the Electronic Services Division, employment is contingent upon passing a post-offer physical assessment. Accommodation requests will be reviewed on an individual basis in compliance with State and Federal legislation.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

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