INFORMATION TECHNOLOGY SPECIALIST I/II – SERVER ADMNISTRATION

DEFINITION

Under general supervision or direction, installs, configures, tests, and maintains computer systems and servers and provides technical support to County-wide technology program clients to resolve client/server system impairments; receives and triages incoming requests from clients by asking diagnostic questions to identify the nature of the issue and establishing problem priority; determines and implements corrective measures; installs and tests third-party department or enterprise infrastructure client/server software; provides technical support in the installation, configuration, maintenance, and repair of desktop computers and associated applications, and network/communication systems; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Information Technology Specialist I – Server Administration: This is the entry-level classification in the Information Technology Specialist – Server Administration class series. Initially under general supervision, incumbents learn the operational aspects of the County's information technology architecture, its response processes, and the roles of staff with regard to server maintenance and administration and client technology issues. As experience is gained, assignments become more varied, complex, and difficult, and the degree of supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Information Technology Specialist II – Server Administration: This is the fully qualified journey-level classification in the Information Technology Specialist – Server Administration class series performing the full range of server maintenance and administration and client technology duties, and supporting assigned aspects of the department's technical operations. Positions at this level are distinguished from the I-level by the performance of the full range of technology support duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is further distinguished from the information technology analyst classes in that the latter are responsible for providing professional-level support to assigned technology programs.

Positions in the Information Technology Specialist – Server Administration I/II class series are flexibly staffed, and positions at the II-level are normally filled by advancement from the I-level requiring additional years of experience and after gaining the knowledge, skill, and experience which meet the qualifications for the II-level, and after demonstrating the ability to, perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides paraprofessional and technical support related to the installation, administration, and maintenance of County information technology client-server systems, including server hardware and related infrastructure applications.
- Performs paraprofessional support tasks related to the installation, configuration, testing, and maintenance of virtual servers and desktops, physical servers, and third-party department or enterprise infrastructure client/server software; installs and tests vendor supplied maintenance, enhancements, and security patches; verifies connectivity to the network and troubleshoots issues.
- Administers server and system backup processes; installs and configures backup procedures on County servers; sets up and implements backup schedules; monitors backups and resolves issues; creates backup documentation procedures; performs file restores as needed.
- Performs system administration duties such as creating mailboxes, adding/removing user accounts, and changing access rights and user group profiles.
- Adjusts thresholds for client/server system resources as directed.
- Troubleshoots and resolves the more routine client-server system impairments; coordinates and implements corrective measures; receives and triages incoming requests from clients by asking diagnostic questions to identify the nature of the issue; determines severity and priority of the request; performs client support remotely and/or onsite as required.
- Enters service-related information into automated work management system, ensuring system is updated when actions are taken; maintains accurate records and files; documents progress and procedures performed; generates system reports on a periodic basis.
- Creates routine shell scripts to perform various tasks and queries.
- Monitors and collects data on department or enterprise infrastructure client/server system performance.
- Performs related duties as assigned.

QUALIFICATIONS

Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.

Knowledge of:

- Typical operations, services, and activities of a comprehensive information technology program.
- Standard operational characteristics of client/server and desktop systems hardware, software, and peripheral equipment.
- Basic principles of client/server architectures, including standard connections/relationships across multiple technology services and operations.
- Basic functions of core server platforms and operating systems, including Active Directory, System Center Configuration Manager, and related technologies.
- Standard enterprise backup administration procedures, including pool creation and tape management.
- Basic restart and recovery concepts.
- Use of routine server diagnostic systems and tools.
- Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving desktop computer hardware and software, and network/telecommunication system issues.
- Standard protocols for the installation, configuration, maintenance, and repair of computer hardware, standardized software packages, and peripherals.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Industry best practices of information technology management and control.
- Research methods and techniques.
- Principles and practices of developing and maintaining technical documentation, files, and records.

➢ Applicable federal, state and local laws, regulatory codes, ordinances and procedures relevant to assigned areas of responsibility.
➢ Principles and techniques for working with groups and fostering effective team interactions.
➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
➢ The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
➢ Modern equipment and communication tools used for business functions and program, project, and task coordination.
➢ Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

➢ Perform a variety of paraprofessional and technical duties in support of the department's operations with respect to client-server administration, service delivery, and customer training.
➢ Recognize routine client-server problems, develop recommendations and solutions, and implement corrections.
➢ Conduct routine server hardware and software installations, upgrades, tests, and implementations.
➢ Provide paraprofessional administration and maintenance of centralized directory, file, and print services, including the administration of client/server user permissions and accounts.
➢ Elicit information from client users, triage priority, conduct diagnostic procedures, and take appropriate action.
➢ Demonstrate effective customer support skills.
➢ Prepare clear and concise client response and technical material.
➢ Collaborate with colleagues in developing and documenting process work flows, specifications, and models.
➢ Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
➢ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
➢ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of the required experience, education, and training that would provide the required knowledge, skills, and abilities is qualifying.

Information Technology Specialist I – Server Administration:

Equivalent to an associate degree from an accredited educational institution with major coursework information technology, computer science, or a closely related field;

AND

One (1) year of experience providing technical support for client/server systems and software.

Information Technology Specialist II - Server Administration:

Equivalent to an associate degree from an accredited educational institution with major coursework information technology, computer science, or a closely related field; possession of one or more approved nationally recognized industry specific technology certifications may be substituted for some or all of the education; and

EITHER

Three (3) years of experience providing technical support for client/server systems and software;

OR

Two (2) years of experience at a level equivalent to the County's class of Information Technology Specialist I – Server Administration.

Licenses and Certifications:

➢ Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting and a technology environment; use standard office equipment, including a computer; some positions may be required to operate a motor vehicle; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds, with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed. Must be able to pass a thorough background investigation.