

**Board Packet
September 25, 2008**

STAFF HANDOUT No. 2

**AGENDA ITEM 20
System Administrator Job Description**

**Revised Systems Administrator Job Description
(Redlined and Clean Version)**

Brushy Creek Municipal Utility District

Job Title: Systems Administrator
Department: Administration
Reports to: Network Administrator/Webmaster
Supervisory role: None
FLSA: Exempt
Office Hours: 8:00 AM to 5:00 PM
Pay Range: 17
Status: Full Time

General Summary:

The Systems Administrator will administer and assist in supporting the District's software systems, databases and website. Assist in troubleshooting computer systems, telephone systems, proprietary databases and Internet issues, problem resolution. Train staff on new applications. Assist and sometimes lead in project administration.

Essential Functions:

- Provides software support for all users in all applications in use by the district. Set up and removes users from the computer, telephone, security, and other district networks. Troubleshoots computers, proprietary databases and Internet issues, resolving problems. Performs repairs to equipment and systems as needed; coordinates outside repairs for work unable to be performed internally.
- Functions as District Website Project Leader, designing and developing District standards for web overall design. Tracks and reports on usage and growth of website. Specifies and implements new features and software for the website. Provides and coordinates the functional business analysis to ensure website addresses the needs of the corresponding navigation design and interface(s).
- Provides front-line support for all web issues, leading problem analysis and coordinating problem resolution. Works with other departments to keep website current. Responds to citizen requests for changes and problems with the website.
- Manages application functions and related systems materials. Assists in the inventory and retiring of computers, software systems, and software licenses. Ensures licenses, registrations, renewals, survey forms, etc. related to systems and technology operations and/or services are accurately and timely completed.
- Ensures the accuracy of and resolves problems of the district's proprietary databases with minimal disruption to users.
- Assists in the development of organizational, system and technology goals; assists in the development of detailed plans for goal accomplishment. Participates in management and system/technology meetings.

Deleted: <#>Writes and maintain documentation for application functions, and related systems material. Assist in the inventory and retiring of computers, software systems, and software licenses. ¶

Deleted: master of

Deleted: district website

Deleted: Works with other departments to keep website current. Responds to citizen requests for changes and problems with the website

Deleted: <#>Develops IT procedures and custom reports for various departments. ¶

<#>Ensures the accuracy of and resolves problems of the district's proprietary databases with minimal disruption to users. ¶

<#>Designs custom desktop and web-based applications including HTML, web graphics, interface, accessibility, and usability. ¶

<#>Programs front and backend web services using a variety of programming languages. ¶

Monitors internet traffic for the District and runs reports for manager regarding employee usage

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Brushy Creek Municipal Utility District

- Communicates issues, systems downtime, and service interruptions to team members, managers and the Brushy Creek Community in a timely manner. Keeps immediate supervisor well-informed of activities, results of efforts, and problems identified/potential problems; recommends corrective actions to immediate supervisor.
- Collaborates with the district staff on the development of new services and business processes.
- Maintains a thorough working knowledge of and adherence to organizations/project policies, regulations and procedures.
- Creates and document the technical architecture and standards for meeting Open Records Requests requirements.
- Other duties as assigned.

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Knowledge, skills and abilities:

- Skill with Microsoft Access, Microsoft Office, SQL, Web development technologies and concepts, Windows Operating Systems (including desktop and server), Linux, Anti-virus, and Document Management Systems.
- Experience setting up or managing wireless access points, Active Directory, DHCP and groupware applications a big plus.
- Ability to establish and maintain positive working relationships with those contacted in the course of work.
- Attention to detail in dealing with numbers, words, and ideas required.
- Ability to identify problems and review related information to develop and evaluate options and implement solutions.
- Ability to use logic and analysis to identify the strengths and weaknesses of different approaches.
- Maintains confidentiality of classified, confidential, and sensitive information.
- Ability to coordinate, manage, strategize, and/or correlate data and/or information. Includes exercise of judgment in determining time, place, and/or sequence of operations. Includes referencing data analyses to determine necessity for revision of organizational components.
- Ability to utilize a wide variety of reference data and information, such as documentation manuals, hardware installation manuals, budgets, and policy and procedure manuals.
- Provides excellent customer service.
- Ability to collect, analyze and interpret quantitative data.
- Ability to exercise the judgment, decisiveness, and creativity required in situations involving evaluation of information against measurable or verifiable criteria.
- Ability to receive direction and to follow oral and written instructions
- Exhibit professional work habits including reliability, dependability, creativity, and demonstration of enthusiasm for the job

- Deleted: Extensive s
- Deleted: Windows
- Deleted: XP, XP Server 2000, 2003 domain administration;
- Deleted: Wxchange Server, Microsoft
- Deleted: ; relational database administration (Oracle, Microsoft
- Deleted: , Server, MySQL, PostgreSQL, or similar relational databases), and dynamic website administration using ASP, PHP<SML, HSP, HavaScript, and Flash streaming cideo and audio Experience with Browser Base Software application a plus.
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Minimum Education and Training Requirements:

Brushy Creek Municipal Utility District

- Requires either (1) an Associate's degree in computer science, management information systems, or in a related field with substantial courses in information technology; or (2) certifications directly related to the requirements of the Systems Administrator position or (3) an equivalent amount of experience in Information Technology or an Information Technology related position.
- At least five years of computer technology experience, at least two of which must have been as a Systems Administrator, Webmaster, or similar responsible position;
- Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must pass a drug screening test, background check; maintain a valid Texas driver's license and acceptable driving record.

Mental Demands:

- Maintaining confidentiality
- Creative problem solving
- Properly handling stress
- Effectively using oral and written communication
- Professional customer contact
- Balancing multiple concurrent tasks
- Effectively dealing with interruptions

Working Conditions:

The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The person performing the duties of the Systems Administrator may encounter people exhibiting frustration or otherwise difficult behavior.
- The noise level in the work environment is usually moderate, though it will vary, as this position is responsible for all district computer equipment at all district locations.
- This job is performed primarily in an office setting.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- The employee is occasionally required to walk; use hands to operate objects; and reach with hands and arms.
- While performing the duties of this job, the employee constantly is required to listen, see, sit, stand, walk or talk.

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- The employee frequently is required to exert moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of moderate weight (20-50 pounds).
- The employee occasionally is required to drive a vehicle. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this job. They are not an exhaustive list of all duties and responsibilities associated with it.

Employee's Signature

Date

Immediate Supervisor's Signature

Date

Brushy Creek Municipal Utility District

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|--------------------------|---------------------------------|
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