Sacramento Regional Transit District

Title: Network and End User Operations Administrator
 FLSA Status: Exempt

BRIEF DESCRIPTION:
The purpose of this position is to manage independently the daily operations and maintenance support services for all District end-user and network infrastructure software and hardware. This is accomplished by training and supervising technical staff, managing projects, solving complex problems, making recommendations, administering budgets for planned and unplanned computer system and component replacements, and providing technical expertise and support. Other duties include researching and analyzing software and hardware issues, interacting with vendors and contractors, soliciting and evaluating bids for computer hardware, components, services, and software, diagnosing technical issues and dispatching the appropriate staff, and managing escalated calls/situations, including serving as third tier assistance for the help desk.

ESSENTIAL FUNCTIONS:
Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	L	Manages daily end-user and network support services by planning, scheduling, assigning, and monitoring work assignments, purchasing hardware, software, licenses, tools, components, and services, researching and analyzing hardware, software, and service requests, interacting with vendors and contractors, negotiating costs and/or soliciting and evaluating bids, and interacting with staff from all departments.	45%
2	L	Supervises technical staff by scheduling and monitoring work assignments, establishing rules, procedures, and standards for network operations, customer service, technical support, and intern staff, providing training and mentoring, and conducting performance evaluations and counseling sessions as required.	25%
3	L	Manages and implements projects by negotiating business process agreements and ensuring conformance, developing and controlling project schedules, creating and implementing test plans, integrating information systems into business plans, and training users and receiving feedback. Supervises technical staff by scheduling and monitoring work assignments, establishing rules, procedures, and standards, customer service, technical support, and intern staff,	15%

		providing training and mentoring, and conducting performance evaluations and counseling sessions as required.	
4	L	Manages hardware and software inventory and license availability by disposing of or recycling obsolete and non-repairable equipment, physically maintaining electronic component counts, and confirming and renewing software licenses.	15%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Computer Science, Computer Engineering, Management Information Systems or a related field. Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.
Experience	A minimum of five (5) years of experience in network, server, and/or data center operations, including two (2) years of supervisory experience.
Supervision	Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Freedom to Act	The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Budget Responsibility	Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or

	critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE
- Procurement methods for systems and network and end-user hardware and software.   - Business administration and best practices.   - Network and data center operations and management.   - Principles and practices of leadership, mentoring, supervision, and conflict resolution.   - Principles and practices of producing effective project documentation.   - Principles and practices of technical problem solving.   - Principles and techniques of software and systems quality assurance and control.   - Principles, practices, and techniques of customer service.   - Procedures and methods for testing business functions and system failures.   - Process management and project management.   - Configuration management.   - Software development tools.   - Modern network infrastructure including routers, switches, wireless equipment and cabling systems (copper & fiber).   - System and network firewalls and related security tools.   - System, network servers, software packages, operating systems, terminology, and telecommunications.

SKILLS
- Advanced word processing, spreadsheet, presentation and database software.   - Specialized software related to functional area.

ABILITIES
- Develop and implement system and network hardware and software solutions for District business processes.   - Understand user hardware and software needs.   - Negotiate and influence effectively.   - Recognize problems, develop recommendations, and oversee corrections.   - Manage time effectively and maintain project schedules.   - Supervise and manage staff.   - Learn software and hardware used by the District.   - Learn the District's business processes.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light **X**	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Observing work site; observing work duties; communicating with co-workers
Sitting	C	Desk work; meetings; driving
Walking	O	To other departments/offices; around work site
Lifting	O	Supplies; equipment
Carrying	O	Supplies; equipment
Pushing/Pulling	O	File drawers; equipment; tables and chairs
Reaching	F	For supplies; for files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard; telephone keypad; calculator
Kneeling	O	Retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers; retrieving items from lower shelves/ground;
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground;
Twisting	F	From computer to telephone; getting inside vehicle
Climbing	R	Stairs; step stools
Balancing	R	On step stools
Vision	C	Reading; computer screen; driving; observing work site
Hearing	C	Communicating via telephone/radio; to co-workers/public
Talking	C	Communicating via telephone/radio; to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)	N	

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Copier, calculator, fax machine, cell/desk phone, screw drivers, canned air, vacuums, liquid cleaners/solvents, computer and associated hardware and software.

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ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

D	W	M	S	N
Daily	Several Times Per Week	Several Times Per Month	Seasonally	Never

-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	R
Electrical Hazards	R
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	S
Physical Hazards	M

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

F	O	R	N
Frequently	Occasionally	Rarely	Never
From 1/3 to 2/3 of the time	Up to 1/3 of the time	Less than 1 hour per week	Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.