MAJOR FUNCTION
This is responsible supervisory, technical, and administrative work in systems software and networks support, maintenance and security of computer systems. Work is performed with considerable independence under the general direction of a higher-level administrator. Work is reviewed through conferences and written reports for achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
Plans, organizes, and supervises the technical staff engaged in City-wide systems software and network support, maintenance and security of server computer systems. Establishes and maintains documentation and technical information library. Coordinates the analysis and review of hardware and systems software. Coordinates data communications and microcomputer network design and maintenance. Establishes and maintains data security for computer systems. Monitors system performance and makes recommendations to improve efficiency. Conducts reviews of systems in the technical support area and makes recommendations to management concerning the acquisition and implementation of such systems. Recommends the selection, transfer, promotion, grievance adjustment, discipline or discharge of employees. Conducts performance evaluations and recommends approval or disapproval of merit increases. Performs related work as required.

Other Important Duties
Performs special projects, assigned. Serves on ad hoc teams and committees. Schedules assigned staff to attend training and developmental events. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Thorough knowledge of system analysis, programming, SQL and Oracle database configurations and data communications techniques, principles and practices. Knowledge in the EMC SAN systems for configurations and operations, SUN and DSI VTL backup systems. Thorough knowledge of modern data processing applications, equipment, and the functions of multi-processing computer operations. Ability to plan, schedule, coordinate, and supervise the activities of a staff of technically trained individuals. Ability to analyze a wide variety of highly technical materials and to develop appropriate recommendations without direct supervision. Ability to consult and train other employees in the use of technical software. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to communicate effectively, clearly, and concisely, orally and in writing. Ability to supervise subordinates in a manner conducive to full performance and high morale.

Minimum Training and Experience
Possession of a bachelor's degree in data processing, information systems, computer science, business or public administration, or related field and three years of technical or professional experience that includes systems analysis and/or technical support; or an equivalent combination of training and experience. One year of the required experience must have been at the Technical Support Analyst level.

Necessary Special Requirement
At the department director's discretion, a valid Class E State driver's license may be required.

Established: 01-30-92
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