

**FINANCE DEPARTMENT  
INFORMATION TECHNOLOGY DIVISION  
SOFTWARE SYSTEMS ADMINISTRATOR**

**GENERAL DUTIES:** Under general supervision of the Finance Director supports citywide software and some hardware acquisitions along with web development. This position will report and track software vendor issues and serve as an IT project manager for all software related projects. This position will also assist the IT division in the management and direction setting for the enterprise's application programming group including setting priorities, coordinating, and the reporting of group activities. The person in this position will be responsible for, but not limited to, such duties as designing, developing, testing, implementing, and supporting the core City systems which include Intranet and Internet web sites. Emphasis will be placed on maintaining cross-platform and cross-browser compatibility so that the Internet website is accessible from a variety of different environments. This Exempt, Professional level position is also expected to handle material efficiently, confidentially, and in a professional manner.

**GENERAL REQUIREMENTS:**

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/city policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Responsible for the design, implementation, maintenance and repair of the City's SQL database and systems. Responsible for the development and design of database strategies, monitoring and improving database performance, capacity planning, data architecture and warehousing, business intelligence reporting and planning for future expansion requirements.

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Responsible for planning, coordinating and implementing security measures to safeguard the database.

2. Designing, developing and implementing modifications to the layout of the City's Internet and Intranet web services using HTML, ASP, VB, SQL, XML, CSS, and JavaScript, .Net technology, Microsoft SharePoint, Visual Studio, Dreamweaver and Homesite.
3. Gather and update web content, proof new content to identify inconsistency with website design, offer suggestions for brevity of content as well as layout to produce logical and cohesive information, transfer content to the web in an efficient manner, convert information to web friendly formats.
4. Create and enhance web graphics, create or improve web graphics for cross-browser implementation using graphics software such as Macromedia's Fireworks, Adobe CSS, etc. Enhance graphics to improve load time and create attractive web pages from a variety of source documents (PDFs, Word, or other formats).
5. Responsible for developing, maintaining and tracking project plans for citywide IT initiatives; communicating the progress of the project to all stakeholders; tracking deliverables, developing agendas and meeting minutes; participating in decision making process and planning. Inspect work by employees and vendors, in progress and upon completion, to insure compliance with standards and specifications; advise customer departments of work in progress, operating problems and actual or potential delays.
6. Responsible for initiating, maintaining and overseeing all non-public safety software applications from preventative maintenance, diagnostic routines, maintaining the most current software release version on the server to system back-up procedures; applications including but not limited to the finance and revenue, reservation and facility, fleet and facilities and Laserfiche document imaging systems.
7. Oversee a variety of maintenance contracts and projects pertaining to the IT related operations. Participate in information gathering to assist other departments dealing with software projects; assist departments with process/systems improvement as requested or identified by management; document, design, implement system upgrades; coordinates upgrades between department and vendor; test system for optimum performance.
8. Prepare periodic reports and summaries as needed regarding cost of data processing services, and plans for system growth; initiate letters to and respond to communications from vendors and contractors.
9. Maintain knowledge of industry development and technologies; maintain expertise in City standard hardware and software products and an awareness of advances in technology as they relate to City needs and objectives.
10. On a project basis, supervise and train personnel in the IT Division. Train end users in software applications as required.
11. Respond to questions, complaints and emergency calls; take appropriate courses of action.
12. Perform related work as required.

**SKILLS, KNOWLEDGE AND ABILITIES:****SKILLS:** Skill in:

1. Interpreting and applying policies, procedures, rules, regulations, and laws applicable to the work.
2. Organizing work, setting priorities and exercising sound independent judgment within established guidelines.
3. Maintaining accurate records and preparing clear, concise and effective correspondence, reports and other written materials.
4. Establishing effective relationships with those contacted in the course of the work.
5. Making verbal presentations and conducting effective training programs.
6. Specific areas of technology applications related to the work.
7. Planning and implementing computer conversions.
8. Determining user requirements and formulating balanced solutions that takes into account current and future needs, priorities, cost-benefit, and available resources.
9. Managing complex projects and budgeting for those projects, including delineating their scope, preparing project work plans, resolving conflicts, and overseeing implementation steps.

**KNOWLEDGE:** Knowledge of:

1. Web usability and user interface (UI) design.
2. Principles, procedures, practices, techniques and design terminology associated with servers.
3. Principles, practices and techniques of project management including work planning, scheduling and reporting; basic principles and practices of financial accounting.
4. Alternate work process and administrative systems, including both manual and computerized systems.
5. Principles of job control process, software packages and operating system utilities currently used in City computer systems.
6. Physical database recovery and procedures.
7. Database administration concepts, data management concept and facilities, computer software and hardware, and maintenance of software applications.
8. The ideal candidate will have knowledge of the n-tier application development environment which uses the .Net framework and SQL Server databases.

**ABILITIES:** Ability to:

1. Establish and maintain effective working relationships with supervisors, co-workers, other departments, outside agencies, and the general public.
2. Work independently with minimal supervision and use of considerable judgment and initiative are required in resolving problems and making recommendations.
3. Observe and problem-solve operational and technical deficiencies.
4. Install, monitor, modify, and maintain systems software and prepare complex computer programs for business applications.
5. Analyze and evaluate software products and upgrades.
6. Identify and conceptualize user information needs; evaluate existing system and hardware/software capabilities relative to those needs; and implement changes/adjustments or make recommendations as appropriate.
7. Lead and coordinate complex projects.
8. Effectively coordinate computer services, complex projects and work of support vendors; and facilitate systems and network related integration; prioritize work assignments and accomplish project/program goals; meet deadlines and make sound decisions.
9. Analyze situations quickly and objectively to determine the proper course of action.
10. As required, perform the physical requirements of the job.
11. Develop and recommend cost effective technical system improvements.
12. Read and interpret complex technical manuals and procedures; explain technical concepts in non-technical terminology and train others in the operation and application of personal computer systems.
13. Document procedures and provide training for end users on implementation and operation requirements of the system; maintain confidentiality of sensitive information.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone
4. Copier
5. Calculator or 10-key adding machine
6. Facsimile machine
7. Microfiche reader
8. Digital camera
9. Automobile
10. Paper shredder
11. Paper cutter
12. Computer scanner

13. Specialized computer hardware
14. Specialized tools and equipment used in installing and repairing computer equipment.
15. Handcart or dolly
16. Splicing equipment
17. Grounding straps
18. Pager or two-way radio
19. Hand Tools -- screwdrivers, hammers, pliers used in installing computer equipment.
20. Electric Tools -- screwdrivers, drills, used in installing computer equipment.
21. Cell phone
22. PDA
23. Projector and monitor

**PHYSICAL DEMANDS:**

Under typical office conditions, employee will perform the following physical activities which include handling computer software, monitors, CPU's, printers, fax machines, files, books, binders, and boxes of work material or equipment:

1. Sitting, for prolonged periods of time working at a computer or attending meetings.
2. Walking, to and from different facilities to install or repair computer equipment/software.
3. Standing, while installing computer equipment/software, or working in the office.
4. Kneeling, when installing or repairing computer equipment/software.
5. Bending/stooping, when installing or repairing computer equipment/software.
6. Squatting/bending, when installing or repairing office or computer equipment/software.
7. Crawling, when installing or repairing computer equipment/software.
8. Kneeling, when installing or repairing computer equipment/software.
9. Climbing, ladders or stairs when working with cables or wiring equipment.
10. Balancing, when using ladders and replacing and installing computer equipment.
11. Twisting, when installing or replacing computer equipment/software in all facilities.
12. Reaching above, below and at shoulder height, when installing/repairing/moving computer equipment, working with computer cables and wiring, and all office materials.
13. Repetitive hand motion including simple grasping, firm grasping, when writing and keyboarding.
14. Carrying, equipment and tools when installing or repairing a computer, monitor, printer, etc.
15. Pushing/pulling, handcart when replacing or installing computer equipment.
16. Lifting at least 50 lbs., when replacing, installing, or repairing computer equipment.
17. Driving, to other facilities to install or repair equipment, in addition to purchasing supplies and attending meetings and training.
18. Speed, in meeting deadlines and using office equipment.

**SENSORY DEMANDS:**

Under typical office conditions, employee utilizes these senses while using a computer, printer, telephone, fax machine, copier, calculator, adding machine, paper shredder, paper cutter, camera, automobile, and specialized equipment used in the installation and repair of computer equipment:

1. Seeing, color vision is necessary when working with electrical wiring and cables.
2. Speaking

3. Hearing
4. Touching

### **ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

#### Office Conditions:

1. Indoors: Typical office conditions, over 80% of the time, servicing all City facilities.
2. Flooring: Low-level carpeting, linoleum, tile, wood, etc.
3. Noise Level: Conducive to office settings with phones, copiers, radios, and printers. (There is a higher noise level when working in the computer room which houses the servers.)
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal to high indoor levels associated with dust and odors from computer equipment, paper, ink pens, copiers or other office-related equipment, in addition to crawling under buildings or in confined ceiling areas when running cable or checking equipment.

#### Field Conditions:

1. Indoors: Typical field conditions, approximately 20% of the time, during delivery, installation, and maintenance of computer equipment throughout City facilities.
2. Confined space: In addition, may be required to crawl or work in confined spaces above the ceiling or below the flooring of each facility.
3. Travel: Under varying conditions via automobile or plane, less than 5% of the time.
4. Flooring: Asphalt, carpeting, linoleum, tile wood, uneven surfaces, etc.
5. Noise Level: Varying low to high equipment noise, while working in the Main Computer Room or with equipment such as a copy machine, printer, or other computer equipment.
6. Lighting: Conducive to normal office settings, but may also work in poorly lit areas under the flooring or above the ceiling when running cable or working on computer wiring.
7. Ventilation: Heating and air conditioning provided by a vehicle or facility or may be restricted when working below the flooring panels or above the ceiling tiles.
8. Dust or Fumes: Normal, outdoor levels and extremely dusty and dirty crawl spaces above the ceiling and below the flooring of all City facilities.

### **HAZARDS:**

Mechanical and electrical exposure is low to high, when installing or repairing computer equipment. Exposure is minimal when properly using standard office equipment such as a telephone, computer, printer, copier, adding machine, fax machine, camera, radio, paper shredder, or paper cutter.

### **ATMOSPHERIC CONDITIONS:**

On occasion, exposure to fumes from solvents and cleaners while performing maintenance or repair of computer equipment. Minimal to high exposure to fumes occurs in the typical office environment which may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, EXPERIENCE AND QUALIFICATIONS:**

1. Possess at least five years responsible experience in software development and support/maintenance with experience providing leadership and oversight on significant information technology projects.
2. Possess a Bachelor's degree from an accredited college or university in computer science or a very closely related field of study.
3. Proficiency in the configuration and set-up of Microsoft's office automation software used by the City of Gilroy.
4. Experience with SQL database administration and website development.
5. Experience supporting and maintaining financial accounting system software. Application experience with SunGard Public Sector experience highly desired.
6. The following Microsoft Certified Technology Specialist (MCTS) certifications are desired: Windows Server 2008 Applications Infrastructure Configuration, Windows Internals, Windows Server 2003 Hosted Environments, Configuration and Management, .NET Framework 2.0 Web Applications, .NET Framework 2.0 Windows Applications and .NET Framework 2.0 Distributed Applications.
7. Microsoft Office Specialist certification for Microsoft Project or other program management software desired.
8. Strong communication, multi-tasking, organizational, and planning skills are critical.
9. Pass a post-offer medical examination, which includes a drug test.
10. Possess and maintain a valid California driver's license and a safe driving record necessary to operate assigned vehicles.
11. Pass a detailed background check including a Department of Justice criminal record check for employment.
12. Prefer non-tobacco user.