

CalSAWS Job Description

CALSAWS POSITION: SYSTEM ADMINISTRATION TECHNICAL SUPPORT

OFFICIAL CLASSIFICATION: INFORMATION SYSTEMS ANALYST II

SALARY RANGE

Salary determined by employer

JOB DESCRIPTION

The System Administrator / Tech Support works within the Technical and Operations team to ensure that the network and communication infrastructure can adequately support the needs of the CalSAWS project. This role will participate in the technical design and continued advancement of core infrastructure service capabilities and availability across the enterprise.

RESPONSIBILITIES

- Monitoring application Development Facility Network Performance Metrics and SharePoint Usage Metrics;
- Contributing to the design, development and review of work products and deliverables including Onboarding and Off-Boarding Checklists;
- Supporting and maintaining the Consortium project email, project internet and project extranet. Responsible for the setup and maintenance of the project SharePoint;
- Actively contributing to establishing and improving project management practices and delivery frameworks;
- Maintaining staff roll-on and roll-off system access. Ensuring adherence to the System Operations and Support Plan (SOSP);
- Monitoring and evaluating network, software, hardware and performance of the overall system as a result of the changes in the demand for the system;
- Applying a thorough knowledge of all phases of systems analysis and development for problem identification and resolution. Evaluating technical work products and deliverables;
- Documenting all processes and procedures;
- Working with other technical staff to perform unit testing, integration testing, production simulation and load testing and network testing;
- Actively monitoring and tracking project tasks, timelines, attainment of established milestones and overall quality of project activities and deliverables;
- Providing informative input on written and verbal project communications, including weekly status, dashboards and project updates; and
- Assisting in the risk and issue identification, resolution, escalation and tracking.

DESIRABLE SKILLS AND CAPABILITIES

Candidates of this position should have applicable experience, skills, and capabilities to perform the following functions and activities:

- Have a broad base of technical experience in at least four (4) of the following areas:
 - Network Design / Management;
 - Configuration Management;
 - Database Design;

CalSAWS Job Description

- Maintenance and Operations of a large-scale system;
 - Client Server systems;
 - Familiarity with several legacy systems to be converted;
- Working knowledge of public assistance programs and state policy as it relates to SAWS;
- Strong analytical and problem-solving skills; and
- Strong organizational and leadership abilities.

MINIMUM REQUIREMENTS:

TRAINING AND EXPERIENCE:

Graduation from an accredited college or university with a bachelor's degree in Computer Science, Information Systems, or a closely related field and (1) year of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization -OR- One (1) year of experience at the level of Information Systems Analyst I -OR- Two (2) years of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization.

LICENSE:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light.

OTHER REQUIREMENTS:

SPECIALTY REQUIREMENTS:

COMMENTS:

Title change effective May 20, 2003. Former Title: Data Systems Analyst II.