

Summary

The Systems Administrator supports Monterey Bay Community Power (MBCP) by performing a variety of professional and technical level information technology duties in support of the organization's network infrastructure, hardware and software, website and communication systems. The Systems Administrator is responsible for design and implementation of special projects as assigned by the Director of Finance & Administrative Services.

Job Description

The Systems Administrator performs work under the supervision of the Director of Finance & Administrative Services. The position provides IT planning, budgeting, implementation, coordination, maintenance and security of MBCP information technology operations. The Systems Administrator works with department heads and staff to maintain equipment and ensure systems development proceeds in a logical and integrated fashion. The Systems Administrator interfaces with all departments and external vendors (including MBCP data management vendor) to provide support and new technology solutions.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Essential Duties and Responsibilities include but are not limited to:

- Provide IT Help Desk technical support issues for staff.
- Set up new employees with technical devices and access.
- Work with third-party vendor for set-up of all technological and audio-visual needs such as Board and Community meetings, staff meetings, interviews, training and webinars. Facilitates timely preparation prior to events and continuous support during and thereafter.
- Manage SharePoint intranet. Serve as the SharePoint Content manager. Provide technical support and troubleshoots issues as they arise.
- Facilitate efficient installation, configuration, upgrade and ongoing usability of computers, peripheral equipment and software within established standards and guidelines.
- Analyze and solve Information Technology operating problems.
- Recommend long and short-term technology budgets and acquisitions, as well as alternative solutions to proposed applications as appropriate.
- Develop and update MBCP Information Technology guidelines, policies and procedures, including: data and equipment security, information privacy, internal controls and contingency plans.
- Make system modifications as necessary and evaluate and make recommendations regarding system development and/or the feasibility of computer applications.
- Oversee asset management related to personal computers, laptops, and related peripheral equipment.
- Implement and maintain internal controls, network security and other security systems for computer and telecommunication data, systems and hardware protection.
- Perform risk assessments and testing of data management systems.
- Train staff on network and information security practices.
- Implement and oversee data privacy compliance procedures.
- Work with third-party vendors as need to ensure telecommunications functionality in corporate offices and remote situations.

- Work with staff to research, install, maintain function-based software applications for various departments.
- Research, plan, install, configure and test new systems.
- Maintain and upgrade existing systems and interfaces.
- Apply software updates to servers and schedule periodic server cycling.
- Work as needed with third-party vendor on related web-based technology to maintain website functionality.
- Support and troubleshoot web applications.
- Prepare and present written and oral presentations at internal and external meetings, including staff and board meetings.
- Assist in the ongoing development and implementation of the MBCP Disaster Recovery/Business Continuity Plan, including planning activities and participation in disaster recovery scenario testing and training.

Minimum Qualifications

Experience/Education

Education or experience equivalent to a Bachelors' degree in computer science, information systems or related field with an emphasis on Microsoft Operating Systems and network security. A minimum of seven years of experience as a PC, cloud infrastructure (servers, storage, network) technician, including troubleshooting.

Knowledge of

- Office 365 and cloud security.
- Theory, principles and practices of computer systems and related analysis and design.
- Knowledge of computer operating systems and compatibility of multiple operating systems.
- Knowledge of local area networks, hardware and network technology, and data communications software.
- OSI model and network stack.
- Firewall, routing, and VPN connectivity systems.
- Network security and best practices consistent with industry standards.
- Industry data privacy standards and guidelines.
- Microsoft Office Suite including Excel, Word, Adobe Acrobat, and PowerPoint.
- Principles and practices of project management and budget development, work planning and organization.
- Office management protocols, procedures, software and equipment.
- Functions and operation of various database management systems.
- Safe work practices and procedures and applicable laws and regulations governing job safety and the work environment.
- Budgeting and purchasing methods and principle business mathematics.
- Effective methods of record keeping.
- Correct English usage, including grammar, spelling, and punctuation.
- Team building and developing effective customer service techniques.
- Contracts and contract negotiations.

Ability to

- Manage multiple priorities and quickly adapt to changing priorities in a fast-paced dynamic environment.
- Plan, organize and perform analytical duties, ensuring that projects and reports are completed in a timely and accurate manner.
- Manage and participate in the installation, configuration, administration, troubleshooting and maintenance of local area networks (LANs), and related equipment and software (e.g. file services, computers, printers, network interface cards, routers, cabling, modems, etc.)
- Collect, interpret and utilize narrative and statistical data pertaining to area of responsibility.

- Communicate effectively, orally and in writing, including verbally explaining technical concepts to nontechnical individuals.
- Work independently and as a team member; recognize and set priorities to meet deadlines for self and staff.
- Use database, spreadsheet, and web interface and/or internet applications depending on assignment.
- Be thorough and detail-oriented.
- Work accurately and swiftly under pressure.
- Demonstrate integrity, patience, tact, and courtesy at all times.

Working Conditions

The physical demands described here are representative of those required for the position. Position requires sitting, walking, standing, bending, and twisting in the performance of daily activities. The position requires hand manipulation and repetitive hand movement and fine coordination in using a computer keyboard. The position requires near and far vision in reading reports and use of a computer. Acute hearing is required in supporting meetings and providing phone and in-person customer service. The position occasionally requires lifting and/or moving objects up to 30 pounds. MBCP will make reasonable accommodation of the known physical or mental limitations of a qualified application with a disability upon request.

Driver's Licenses/Certificates

Possession and continued maintenance of a valid class C California driver's license, auto insurance, and clean DMV report.

Location and Compensation:

MBCP is located in the City of Monterey. Employees are expected to work from the Corporate office.

Compensation for this position is industry competitive and commensurate with experience. A full benefits package is also offered as part of salaried employment.

Equal Employment Opportunity

MBCP is an Equal Employment Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.

Application Process

The position is open until filled. To be considered for this position, please submit a

- MBCP application
- Detailed resume (including personal email and address) and
- Cover letter to: Manager of Human Resources, recruitment@mbcommunitypower.org

Resumes will be screened in relation to the criteria outlined in this job description. Candidates deemed to have the most relevant qualifications will proceed with the selection process, which may include a written examination, oral presentation, oral interview, or a combination.