



**POSITION:** SENIOR SYSTEMS ADMINISTRATOR (PS101330)  
Position is represented by the International  
Federation of Professional and Technical  
Engineers (IFPTE) Local #21

**LOCATION:** Golden Gate Bridge Administration Bldg.,  
San Francisco, CA

**SALARY RANGE:** \$92,768.00–\$112,091.20+ Benefits (40-Hour Workweek)  
*Employee pays up to 7% of salary/wage toward CalPERS retirement plan*

**POSITION DESCRIPTION:**

Under general supervision of the Manager, Information Systems, maintains the information technology environment of the District. The Senior Systems Administrator's role is to ensure the stability, administer, and monitor the in-house and cloud information systems that support core organizational functions. Works closely with vendor and manufacturer staff to coordinate installation and maintenance projects and to determine and correct problems that may occur during start-up and operation. Consults with vendors and manufacturers regarding product compatibility and purchases. Investigates user complaints of malfunctioning equipment; isolates the fault and makes repairs where appropriate, initiates trouble calls if equipment is under maintenance contract and/or purchases repair service as necessary.

Position functions as Level II support and will be responsible for supporting the help desk resolve end-user problems. Position will also be cross-trained with the Senior Network Administrator, so that one individual can support the other as needed.

**EDUCATION/EXPERIENCE REQUIREMENTS:**

- Bachelor's degree and 5 years of System Engineering/Administrating experience, associate degree and 7 years related experience, or 10 years related experience
- MCNE, MCSE. MCSA certification is a plus

**LICENSE(S):**

- Must possess and maintain a current, valid California driver's license and satisfactory driving record. (Drives District vehicles to Bay Area facilities on a regular basis)

**ESSENTIAL RESPONSIBILITIES:**

- Responsible for the setup, configuration, installation and maintenance of all physical and virtual servers. Position will be assisted by other departmental positions with respect to configuration, setup and installation of servers and associated computers/devices.
- Proactively manage, maintain, monitor, patching, and problem resolution of all servers and applications that reside on the servers
- Installs, configures and maintains new and/or upgraded operating systems, applications, network and client protocols and software, mainframe access and emulation, remote access, other software, including applications unique to the department
- Responsible for backup and restore of files, programs, snapshots, logs, databases, and emails
- System monitoring to maintain availability
- Responsible for the setup, configuration, installation and maintenance of the Citrix XenApp and XenDesktop environment
- Participates in a variety of specialized projects, i.e. microsegmentation, disaster recovery, transit scheduling application, ERP
- Maintains accurate records and files related to work performed; maintains inventory records and documents equipment installations and configurations.
- Maintains user access, including add and delete users, modify their configurations, security rights and access rights
- Maintain applications such as SPAM, NPM, PRA (Clearwell)
- Upgrade of technical applications
- Monitor anti-virus, malware, and resolve issues
- Other duties as assigned

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Thorough knowledge of Microsoft Operating Systems up to and including Windows 2016 Server and Windows 10
- Thorough knowledge of VMWare technology i.e. VSphere, VCenter, NSX
- Thorough knowledge of Citrix XenApp, XenDesktop, and Netscaler
- Thorough knowledge of Microsoft Exchange 2013/Office 365 and Microsoft Office Suite
- Thorough knowledge of Storage platforms specifically SAN, NFS Converged
- Thorough knowledge of Active Directory, Role based access, Group Policy, and IIS 6+
- Experience with Linux servers, proxy servers, firewalls, mail spam servers and VPN servers
- Experience with monitoring solutions, i.e. Solarwinds, Foglight
- Installation and configuration of standard business and administrative software, including emulation software and protocol stacks
- Ability to prioritize competing requests for service
- Ability to prioritize multiple tasks and organize schedules to meet District requirements
- Ability to explain technical information to non-technical users
- Record keeping practices and procedures
- Demonstrated ability to prepare clear, concise reports, documentation and correspondence.
- Maintains current knowledge of the field including learning new and existing software, applications, databases and hardware through formal, informal and on the job training and self study
- Ability to communicate professionally and effectively, both orally and in writing
- Ability to work professionally and productively with all encountered in the course of work, including personnel in governmental agencies, local authorities, consultants, the general public, & District staff

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES (Continued):**

## Senior Systems Administrator (PS101330)

- Know and follow the safety and health rules and safe working practices applicable to the position
- Basic knowledge of Senior Network Administrator – This is necessary to backup the other position in emergencies and vacations
- Know and follows the safety and health rules and safe working practices applicable to the job
- Regular and reliable attendance and performance are required

### **DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:**

- Hardware, software and networking protocols utilized in LAN, WAN and related data communication systems, including fiber optics and peripheral equipment.
- Thorough knowledge of LAN switch and router management via telnet and web interfaces
- Knowledge of router protocols and setup thereof
- Thorough knowledge of TCP/IP communication
- Knowledge of VLAN technology
- Experience with basic Cisco IOS command
- Experience with Cisco UCS environment

### **PHYSICAL REQUIREMENTS:**

- Mobility to work in a typical office and computer room setting
- Mobility and dexterity to install cables and other computer and network hardware
- Strength to lift and move components weighing up to fifty (50) pounds
- Vision to read printed materials and a computer screen
- Color vision to distinguished between differing wiring and cabling components
- Hearing and speech to communicate in person and over the telephone.

### **OTHER REQUIREMENTS:**

- Must be willing to work extended hours or called back in emergency situations.
- Must be willing to be on-call (for emergencies only) on a rotating basis.

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## **APPLICATION PROCEDURE:**

**FAILURE TO MEET ANY OF THE REQUIREMENTS STATED BELOW MAY RESULT IN REJECTION OF YOUR APPLICATION**

**TO APPLY:** [www.goldengate.org/jobs](http://www.goldengate.org/jobs)

Applicants must apply online by the deadline date. Applications received after the deadline will not be considered.

The District's Human Resources Kiosk is available for filling out and submitting your online application and employment documents. The HR kiosk is located at the San Rafael Office. For directions and general information, visit our website [www.goldengate.org](http://www.goldengate.org).

**The District's primary and official means of application notification is via EMAIL. Thus, applicants are**

**advised to check their email for their application status updates.**

**All notices related to District recruitments for which you apply will be sent via email. Please ensure the email address you provide on your application is correct, and add '@goldengate.org' as an accepted address to any email blocking or spam filtering program you may use to ensure receipt of notification from the District regarding your recruitment application. The District is not responsible for notices that are not read, received, or accessed by any applicant for any District recruitment.**

**THE FOLLOWING DOCUMENT(S) MUST BE SUBMITTED AT TIME OF APPLICATION:**

1. GGBHTD Application for Employment demonstrating applicable work experience
2. Cover letter demonstrating applicable work experience (Scan and attach as PDF to your online application)
3. Resume demonstrating applicable work experience (Scan and attach as PDF to your online application)
4. Applicants who do not possess a degree should attach a statement supporting recent qualifying experience.

**THE SELECTION PROCESS FOR THIS POSITION may include: (\*)**

- Skills Assessment Examination
- Oral Panel Interview
- Department interview for final candidates
- Background, Employment and Security Investigation

**\*The District will invite ONLY those candidates whose qualifications MOST CLOSELY MATCH the position requirements to continue in the selection process.**

**AN EQUAL OPPORTUNITY EMPLOYER**

It is the policy of the Golden Gate Bridge Highway and Transportation District to take all personnel actions on the basis of merit and other job-related factors, without regard to race, color, national origin, religion, sex (including pregnancy, childbirth, and related medical conditions), disability: physical or mental, age (40 and older), genetic information, marital status, sexual orientation and identity, medical condition, political affiliation or military status.

**Applicants with Disabilities:** The Human Resources Department will make reasonable efforts to accommodate applicants with disabilities to complete the Employment Application and in any job-related examination process. If you have special needs, please call (415) 257-4521 (Human Resources). The District's telecommunications device (TDD) for Persons with Hearing Disabilities is (415) 257-4554.

Revised 03/17/2014 SS

Revised 11/13/18 AD

**Human Resources Administration  
GGBHTD  
1011 Andersen Drive  
San Rafael, CA 94901-5318**