



Systems Administration Engineer II

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|---------------------|------------------------|-------------------|----------------------------|--|-----------------|
| Job Code | 20001040 | Job Family | Technology | Professional / Knowledge Worker | |
| Department | ITS Operations Support | Reports to | Mgr ITS Operations Support | Union Status | Non-Represented |
| FLSA Status | Exempt | Pay Grade | 2057 | This Job is a Lead | No |
| Last Updated | 12/1/2022 | | | | |

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

The Systems Administration Engineer II manages servers, workstations, storage, cloud infrastructure, operating systems, and applications. This position is accountable for implementation of new systems, maintenance of existing systems including any necessary system enhancements, and their decommissioning. This role will assist with the identification, prioritization, and resolution of critical infrastructure and security related issues that impact business operations. This position safeguards the recoverability, performance, compliance, and security of District infrastructure and is key to ensuring that the information systems necessary to fulfill the District's mission are highly available.

Accountabilities

Accountability #1

Fiscal Management:

Collaborates in leveraging technology and prudently managing costs to deliver outstanding value to our customers by participating in the support of technology systems to ensure the delivery of cost effective and efficient maintenance through adhering to best practices and standards on behalf of our customers and stakeholders. Provides input to solutions that provide value and continually enhance operational processes. Participates in infrastructure, software and vendor selections, and similar responsibilities.

Accountability #2

Business Innovation and Continual Improvement:

Deliver exceptional value to our customers through continual improvement and innovation by participating in the implementation of system changes and the deployment of new systems based on business needs, providing technical support in the analysis, evaluation of options, and solutions. Responsible for configuration/develop/administration, test, and documentation to ensure delivery of quality technical solutions that reliably and sustainably meet the needs of the Organization. Generally, works on changes with low to medium risk and business impact or similar work. Estimates time and effort required to complete assigned tasks. Apprises project manager of status, schedule variances & outstanding issues, and similar responsibilities.

Accountability #3

Cyber Security (Security, PII and Confidentiality)/ Compliance:

Achieve the highest level of employee and community trust in how the District manages data and system security by maintaining the security and confidentiality of technological systems, processes and data. Applies cyber security best practices through system administration, development, configuration and similar responsibilities. Ensures access to protected data (PII, HIPPA, etc.) is limited to authorized personnel. Provides input to solutions that ensure cyber security and continually adjusts to operational processes to improve and ensure security and privacy requirements and similar responsibilities. Ensures

compliance to all applicable standards by following established processes, and similar responsibilities.

Accountability #4

Operational Support:

Achieve the highest level of employee and community trust in how the District manages systems operations by maintaining the configuration, administration, support and maintenance of the District's computer systems to ensure they are highly available and ready for use in supporting the District's mission. Install, develops, set up, and tests hardware and software systems. Troubleshoots and resolves technical issues as they arise and implements and monitors improvements as necessary. Provides customer support by responding to all technology requests. Provides support based on operational best practices and methodologies (e.g. Agile, ITIL, Industry Standards, etc.). Knows the major products, processes and services of the District's business. Resolves simple incidents and problems per standard troubleshooting procedures, based upon education and using the incident management process, tools and escalation procedures, and similar responsibilities.

Accountability #5

Collaboration and Customer Service:

Maintain powerful partnership that reflects an understanding of customer needs by providing customer service (internal and external) through effective communication and collaboration to ensure technology needs are met to support the District's mission of providing reliable and cost-effective service. Builds and maintains effective relationships with stakeholders inside and outside the organization (e.g., customers, peers, cross-functional partners, external vendors, alliance partners). Contributes to building and sustaining an inclusive and equitable working environment by supporting all District employees. Actively supports and encourages every team member to share their ideas in an open and inclusive manner, and similar responsibilities.

Accountability #6

Accountability #7

Accountability #8

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor's Degree in Computer Science, Information Technology, or related field, AND
Two (2) years of related Information Technology experience;

OR

Six (6) years of related Information Technology experience.

Preferred Education and Experience:

Bachelor's Degree in Computer Science or Information Technology

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Preferred License(s) and/or Certification(s):

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Windows and/or Linux administration
Proficient communication skills (both written and verbal)
Superb troubleshooting ability
Outstanding customer service skills
Excellent teamwork

Preferred Skills and Abilities:

Information Technology Infrastructure Library (ITIL) IT Service Management practices
Cloud based systems and integrations
Enterprise server hardware
Virtualization
Enterprise storage systems
Enterprise backup and disaster recovery
Automation using scripting and/or programming
Networking fundamentals
Industry compliance standards
Cyber security best practices
Project management principles, practices and mythologies
Root cause analysis and troubleshooting techniques
Exceptional customer service practices and principles
IT architecture principles

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Professional / Knowledge Worker”.

- Adaptability
- Building Customer Loyalty
- Building Partnerships
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action

- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- Technology Savvy
- Valuing Differences
- Work Standards

Physical Demands

| Physical Demands List | Frequency |
|--|---------------------|
| Sit | Frequent (34-66%) |
| Walk | Seldom (1-10%) |
| Stand | Frequent (34-66%) |
| Drive | Seldom (1-10%) |
| Work on ladders | Seldom (1-10%) |
| Climb poles or trees | Never |
| Work at excessive heights (note heights in open text box below) | Never |
| Twist | Seldom (1-10%) |
| Bend/Stoop | Seldom (1-10%) |
| Squat/Kneel | Seldom (1-10%) |
| Crawl | Never |
| Reach | Seldom (1-10%) |
| Work above shoulders (note specific activity in open text box below) | Seldom (1-10%) |
| Use Keyboard /mouse | Constant (67-100%) |
| Use wrist (flexion/extension) | Constant (67-100%) |
| Grasp (forceful) | Constant (67-100%) |
| Fine finger manipulation | Seldom (1-10%) |
| Operate foot controls | Seldom (1-10%) |
| Lift (note weight in open text box below) | Seldom (1-10%) |
| Carry (note weight in open text box below) | Seldom (1-10%) |
| Push/Pull (note specifics in open text box below) | Seldom (1-10%) |
| Work rapidly for long periods | Occasional (11-33%) |
| Use close vision | Constant (67-100%) |
| Use distance vision | Seldom (1-10%) |
| Use color vision | Constant (67-100%) |
| Use peripheral depth perception | Never |

Speak

Constant (67-100%)

Hear

Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication

Frequency

Understand and carry out simple oral instructions
Understand and carry out complicated oral instructions
Train other workers
Work alone
Work as a member of a team
Follow standards for work interactions
Write communications for clarity and understanding
Speak with clarity with others

Frequent (34-66%)
Frequent (34-66%)
Frequent (34-66%)
Frequent (34-66%)
Frequent (34-66%)
Constant (67-100%)
Constant (67-100%)
Constant (67-100%)

Comprehension

Frequency

Read and carry out simple instructions
Read and carry out complicated instructions
Retain relevant job information

Constant (67-100%)
Constant (67-100%)
Constant (67-100%)

Reasoning

Frequency

Read and interpret data
Count and make simple arithmetic additions and subtractions
Use intermediate and/or advanced math

Constant (67-100%)
Occasional (11-33%)
Occasional (11-33%)

Organization

Frequency

Plan own work activities
Plan work activities of others
Direct work activities of others

Frequent (34-66%)
Occasional (11-33%)
Occasional (11-33%)

Resilience

Frequency

Work under pressure
Work for long periods of time
Work on several tasks at the same time

Occasional (11-33%)
Occasional (11-33%)
Frequent (34-66%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

| Environmental Conditions List | Frequency |
|---|------------------|
| Exposure to weather | Never |
| Wet and/or humidity | Never |
| Atmospheric conditions | Never |
| Confined/restricted working environment | Never |
| Vibratory Tasks – High | Never |
| Vibratory Tasks – Low | Never |

Additional Environmental Conditions in this job not listed above and the associated frequency below.

| Risk Conditions List | Frequency |
|--|------------------|
| Exposure to Heights | Seldom (1-10%) |
| Exposure to Electricity | Seldom (1-10%) |
| Exposure to Toxic or Caustic Chemicals | Never |
| Working with Explosives | Never |
| Exposure to Radiant Energy | Never |
| Extreme Cold | Never |
| Extreme Hot | Never |
| Proximity to Moving Mechanical Parts | Never |
| Noise Intensity | Never |
| Exposure to animals | Never |
| Working with angry customers | Seldom (1-10%) |

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
- No

On-call activities and frequency.

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.