March 29, 2024

TITLE:	Systems Administrator II
EMPLOYMENT TYPE:	Exempt (Full-Time)
DIVISION:	Department of Innovation & Technology
APPLICATION DEADLINE:	**Sunday, May 19, 2024 (1st Cutoff Sunday April 21, 2024)**
PAY RANGE:	$1,914 - $2,871 weekly ($99,511 - $149,267 estimated annual
WORK LOCATION:	San Carlos, CA

JOB SUMMARY: The Systems Administrator II reports to the Manager, IT Infrastructure & Cybersecurity and is responsible for the designing, planning, and administration of cloud-based systems and infrastructure for the San Mateo County Transit District (SamTrans), The Peninsula Corridor Joint Powers Board (Caltrain), and the San Mateo County Transportation Authority (TA).

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Administer the implementation and optimization of cloud-based services and virtualized infrastructure, with an emphasis on Microsoft Azure and M365 services.
- Configure, deploy, monitor, and support client computers and software using Microsoft's modern cloud management platforms, including Microsoft Entra (Azure Active Directory), Azure Application Gateways, Cloud Management Gateways, Windows Autopilot, Intune.
- Configure, manage, monitor, and report on the health of SaaS and cloud-based software solutions, including the District's Azure services, M365 applications, and third-party SaaS solutions in use by the District.
- Develop, configure, and maintain groups, policies, shared resources, permissions, domains, and trust relationships within Microsoft Entra (Azure Active Directory), Microsoft 365, Microsoft Azure platform, and other enterprise SaaS and cloud solutions.
- Configure, monitor, and perform routine maintenance including system updates, change and configuration management, backup and recovery software and services.
- Assist in the development of strategies, and the implementation and maintenance of policies, procedures, and associated plans, for service resilience, disaster recovery, and business continuity based on industry-standard best practices.
- Act as liaison with internal and external customers in support of IT cloud systems and services needs and requirements.

EXAMPLES OF DUTIES:

- Provide IT support for computer systems and services.
- Identify, investigate, diagnose, resolve, and report on service and software availability and performance issues. Escalate incidents as necessary.
- Document and maintain procedures for system administration, configuration management, and maintenance activities.
- Perform system backups and restores, and routinely test backup and restore processes to ensure effectiveness.
- Recommend, schedule, and perform software and service improvements, upgrades, patches, reconfigurations, and/or purchases.
- Administer systems related security standards in accordance with Payment Card Industry Data Security Standard (PCI-DSS) and other relevant security standards.
- Analyze and report on system, service, and application performance.
- Create required reports in response to business user needs.

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- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees, and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Perform other duties as assigned.

SUPERVISION: Work under the supervision of the Manager, IT Infrastructure & Cybersecurity, who establishes goals and objectives and evaluates performance.

MINIMUM QUALIFICATIONS: Sufficient experience, training and/or education to demonstrate the knowledge and ability to successfully perform the essential functions of the position. In lieu of a degree, work-related experience that demonstrates the skills and experience necessary to perform this role will be accepted. Development of the required knowledge and abilities is typically obtained through but not limited to:
- Associate degree in computer science, software engineering or closely related field
- Three (3) years of full-time progressive experience in IT systems management and/or support.
- Must be able to effectively communicate technical concepts to technical and non-technical audiences.
- Must be available to work and be on-call after hours and weekends.

PREFERRED QUALIFICATIONS:
- Experience with administration of virtualized infrastructure and components is desirable.
- Knowledge of networking protocols and concepts.
- Knowledge of cloud computing concepts

SELECTION PROCESS MAY INCLUDE: The process will include a panel interview and may include written and skills test assessments or supplemental questions. Only those candidates who are the most qualified will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to continue in the process.

CURRENT EMPLOYMENT BENEFITS AT SAMTRANS:
For additional information on SamTrans benefits, please visit, https://www.samtrans.com/jobs
Holidays: Seven (7) paid holidays, plus up to four (4) floating holidays per year
Paid Time Off: Up to 26 days per year
Cafeteria Plans: Medical, dental, vision care, group life insurance and more
Transportation: Free Bus Transportation for employees and qualified dependents
Work Location: Select positions are eligible to work remote up to 50% of the time
Pension: Social Security and California Public Employees Retirement Systems (CalPERS)
- Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation
- New Members – 2% @ 62 benefit formula, 3 year average of highest compensation

HOW TO APPLY:
- To apply, please visit the https://www.samtrans.com/jobs. Complete an online employment application by 11:59 p.m. Sunday, May 19, 2024 (1st Cutoff Sunday April 21, 2024). A resume will not be accepted in lieu of the application. Incomplete applications will not be considered.
- The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please contact the Human Resources Department at recruitment@samtrans.com.
- SamTrans celebrates diversity and is committed to creating an inclusive and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encouraged to apply.

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