



DETROIT WATER AND SEWERAGE DEPARTMENT

JOB POSTING

735 Randolph - Suite 2000
DETROIT, MI 48226

OPEN COMPETITIVE

Please read entire document before starting your application

Job Category: Technician
Title: Infrastructure Administrator
Minimum Salary: \$52,924
Open: May 26, 2015

Recruitment Unit: Information Technology
Vacancies: 5
Maximum Salary: \$116,592
Targeted Date to Fill: Open until Filled

GENERAL SUMMARY

The Infrastructure Administrator participates in designing, implementing, managing, documenting and supporting Detroit Water and Sewerage Department's (DWSD) infrastructure components including storage, printing, server, radio, voice and data. The Infrastructure Administrator must also maintain a valid Michigan Driver's License and the ability to drive a motor vehicle on all terrain; Follow security and safety policies and procedures in carrying out work duties; Provide on the job training.

REQUIRED EDUCATION AND EXPERIENCE (position requirements at entry)

- Associate's degree in Computer Science, Information Technology or related discipline
- A minimum of one (1) year of experience as a Service Desk Analyst, IT Systems or Network Administrator; or combination of related work experience and education
- Possess a technology-specific entry level certification (i.e. Comp TIA Networking⁺, Storage⁺ or Server⁺)
- Acquire and maintain vendor specific technology "associate" or "foundational" level certification (i.e. Cisco CCNA Routing Switching, EMC's Associate Certifications or Microsoft Certified Solutions Associate) within two (2) years of Level 1 designation
- Meet all of the requirements to advance to Infrastructure Administrator Level 2 within two (2) years of Level 1 designation

ESSENTIAL JOB FUNCTIONS

(Illustrative only, may not include all of the duties listed nor do the listed examples include all of the tasks that may be performed)

- Responsible for provisioning, installing/configuring, operating, and maintaining Information Technology (IT) infrastructure including systems, voice, radio and network hardware and software and related peripherals
- Consult, coordinate and communicate with business units and IT staff providing solutions and recommendations which integrate with current and future database, application and infrastructure architectures
- Responsible for capacity planning and management, security planning and management, data management, systems maintenance, and performance management of one or more systems
- Participate in information technology planning for hardware, software and infrastructure
- Participate in technical research and development to enable continuing innovation within the system and infrastructure
- Responsible for administering, maintaining and supporting DWSD's network and system infrastructure and security including installation, documentation, administration and maintenance activities



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ESSENTIAL JOB FUNCTIONS (CONT):

- Responsible for reviewing all technical network and system designs and ensuring that they meet business and technical requirements and DWSD network and system infrastructure and enterprise IT standards
- Plan, design, and implement additions, upgrades, replacements, or retirements of network and communications IT infrastructure
- Perform new software releases, upgrade, evaluate and install patches and resolve network and communications hardware and software related problems
- Determine requirements, design, install, and maintain network and communications infrastructure
- Perform shift work which includes all day, afternoon, night, weekend and holiday assignments
- Follow security and safety policies and procedures in carrying out work duties
- Provide on the job training

RELATED JOB FUNCTIONS:

- Assist other IT staff and IT management as needed with overflow activities involving the support and maintenance of computers, printers, applications, databases, networks, servers, storage, and data center facilities, and the installation, decommissioning, and relocation of related IT equipment.
- Perform related work duties as assigned

KNOWLEDGE OF:

- TCP/IP networking and operating environments such as Unix, Windows, and Linux, VMWare, MS Exchange, and SharePoint
- Multi-protocol systems and extensive implementation experience with multi-vendor network systems
- Core systems, networks, routers, switches, firewalls and wireless equipment
- Network and server security and monitoring
- Voice and data communications equipment and best practices
- Virtualization concepts, storage devices such as SAN, NAS, etc.
- Concepts, practices and procedures (COBIT and ITIL), including Change Management, Software/Systems Development Life Cycle for application development and management
- Principles and practices of the functions performed by IT Services
- Hardware, software, application, database and network environments
- Principles and techniques of application development and languages
- Principles and techniques of systems analysis, design and development lifecycle
- Installation and maintenance of hardware, software, application, database, and network components
- Water and wastewater business functions and operations

SKILL TO:

- Use advanced technology
- Independently, and as part of a team, provide timely high quality customer-focused services that provide the capacity for IT project delivery
- Work in a busy environment, with frequent interruptions and still be able to prioritize and resolve conflicting requests
- Work in a professional manner with access to confidential and other data types
- Exercise good judgment, discretion, maintain confidentiality, and work with independence, initiative and professionalism



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SKILL TO (CONT):

- Resolve technology and user issues both verbally and in writing to end-users of varying computing skills
- Deliver quality written and visual presentations, including the ability to make technology understandable to end-users
- Understand and translate the needs of varied users into IT technical requirements

ABILITY TO:

- Demonstrate leadership skills and mastery of IT principles and procedures
- Organize, perform and/or coordinate technology tasks and projects
- Install, remove, and make modifications to technology
- Instruct groups or individuals on technology
- Deliver quality customer service to users
- Write technical and non-technical documentation
- Interact and communicate with IT staff and business users
- Apply IT policies and programs in a manner aligned with the Department mission, goals, and strategies
- Learn new application software packages, operating systems, and IT processes and procedures
- Effectively utilize appropriate security and safety equipment and procedures
- Understand and follow verbal and written instructions
- Establish and maintain effective working relationships with others
- Communicate effectively, both verbally and in writing
- Maintain regular and reliable attendance
- Communicate frequently with team members and other units across the Department about process, equipment or potential problems
- Develop proficiency in unit specific operations and software
- Direct team activities or to work as a team member

Other Requirements

- Valid Michigan Driver's License

Comments

The Detroit Water and Sewerage Department is an Equal Opportunity Employer

Please Note: Employment with the Detroit Water and Sewerage Department has been set apart from the established employment processes of the City of Detroit.

THE WAY WE WORK

The Employees of DWSD....

- Work and accept responsibility to search for, create and execute new and innovative approaches to improve the performance of DWSD's services and objectives
- Assist external and internal customers to serve their needs and take responsibility for continuously improving customer service
- Foster meaningful interaction among people through the exchange of information to produce understanding
- Continuously develop and use effective strategies and interpersonal styles to engage and guide others towards the accomplishment of identified objectives and goals in the best interest of the City and community
- Consistently work toward the common good of the organization and encourage others to do the same



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THE WAY WE WORK CONT:

- Conduct themselves at all times in a professionally appropriate and respectful manner in accordance with the DWSD Common Behaviors
- Apply the proper safety/security practices according to established protocols, guidelines and policies

Please submit an employment application, letter of interest and resume for this position to:

**Detroit Water & Sewerage Department
Attn: Karen Darty, Human Resources Generalist
735 Randolph, Suite 2001, Detroit, MI 48226**

The Employment Application can be found on DWSD's Website:

http://www.dwsd.org/pages_n/careers.html