CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Mobile Systems Administrator** **UNION:1937**
SG:17
CLASSIFICATION: **System Administrator** **CS:Y**
FLSA:Y
DEPARTMENT: **Information Technology Services** **EEO4|SOC:TE|15-1244**

JOB SUMMARY:

Administers and coordinates the City's mobile technology and related systems and services. Defines and implements standards for the use and support of mobile devices, services, and other associated technologies. Administers mobile service vendor contracts including reviewing system and contract requirements. Manages device firmware and OS upgrades/updates and deployment of enterprise applications. Establishes customer-service oriented goals for the delivery and support of mobility services. Creates and maintains technical documentation related to mobile system technical standards, systems, and applications.

SUPERVISORY RELATIONSHIP:

Reports to the IT Technical Services Systems Supervisor. Works under general supervision and the guidance of applicable federal, state, and local statues, regulations, policies, procedures, and contractual agreements. Provides general guidance and day-to-day direction to technical services staff in support of mobile devices.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Oversees the City's enterprise Mobile Device Management (MDM) systems and related services, including Fire Department mobile data systems and equipment. Researches, evaluates, and implements technology solutions in support of employee telecommuting, mobile data connectivity, and remote services. Provides documentation, direction and/or assignments to Technical Services staff in support of these services. Administers and monitors data retention polices and regulatory compliance settings for mobile technology services, and other assigned systems. Ensures compliance with all relevant state, local and industry legal requirements. Provides responsive data to all requests for data and usage information.

2. Administers and manages contracts and services provided by mobile service vendors. Reviews requirements for availability, coverage area, service delivery and prioritization. Coordinates with state, local, and federal agencies to ensure priority and continuity of service for public safety operations, as well as during public events, emergencies, and/or disaster situations. Performs requirements analysis and documentation for FirstNet mobile network enrollment and administration. Manages mobile device purchases and service contracts by identifying/specifying device service requirements, contract coverage and associated plan services. Maintains the asset inventory of all mobile computing devices.

3. Utilizes the city device management system(s) to fulfill the deployment of enterprise system applications, upgrades, enhancements and system updates to mobile devices. Evaluates new mobile systems, manages upgrades, updates and security patches of operating system and application code. Administers and develops core enterprise mobile services as assigned by the IT Technical Services Systems Supervisor. Coordinates with the City's cybersecurity team to

ensure that all devices, services, and associated technologies are managed in accordance with State and Local security policies, directives, and industry best practices.

4. Develops and coordinates the delivery of support and training to the City's departments and staff for assigned technology areas and systems at the direction of the IT Technical Services Systems Supervisor and in collaboration with the IT Service Desk Supervisor. Creates and maintains technical documentation related to technical standards, systems, and applications.

5. Implements continuous process improvement. Engages with IT staff, department customers, and end-users to provide excellence in service delivery. Communicates with City staff at all levels of the organization to improve employee awareness of key technology issues, improve end user technical skills and policy awareness.

6. Develops, effectively recommends, and coordinates budget estimates related to technical projects; oversees budgets for mobile technology management applications and related projects. Originates and manages contracts for services including requests for proposals; specifying scopes of work; monitoring progress; compiling and maintaining data; analyzing costs; preparing reports and providing recommendations as assigned. Maintains current knowledge of trends and developments in the information technology field. Researches and evaluates the use of new applications/technology/standards and equipment.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

TECHNICAL

- Considerable and up-to-date knowledge of and skill in utilizing mobile technology systems including Cellular broadband data and voice connectivity (e.g., FirstNet, AT&T, Verizon, etc.), Apple iOS, MacOS, and related management tools.
- Considerable and up-to-date knowledge of and skill in utilizing Microsoft technologies such as Windows Server, Active Directory, Endpoint Configuration Manager (aka SCCM), Azure, Microsoft 365, and Group Policy.
- Skill in maintaining systems and automating processes via the use of PowerShell.
- Considerable and up-to-date knowledge of client technology support including Windows-based computers, tablet computers, smart phones, printers, wireless technologies including Virtual Private Networks (VPN); industry standard methods for deploying hardware and software in a complex multi-site enterprise environment.
- Considerable knowledge of principles and procedures related to IT Service Management (ITSM) using industry standard frameworks such as the Information Technology Infrastructure Library (ITIL).
- Strong skills in Security incident response and management. Understanding of CIS critical controls.

Ability to:

- Use a wide variety of rapidly evolving system development and scripting tools including the ability to leverage vendor Application Program Interfaces (API); special emphasis is placed on knowledge and use of PowerShell, Windows Management Instrumentation, Transact-Structured Query Language (T-SQL), and Integrated Development Environments (IDEs) such as Sapien PowerShell Studio, Visual Studio Code or PowerShell Integrated Scripting Environment.
- Understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents; and to develop compliance programs as needed.
- Maintain technology skills and knowledge in a rapidly changing environment; including complexity generated by increased compliance and security requirements and including ability

to proactively monitor Microsoft cloud-based and on-premises enterprise architecture, products, and services.

Skill in:

- Leadership such as interpersonal sensitivity, adaptability, flexibility, and reasoning skills.
- Planning and organizing the work of others. Training and mentoring employees in work processes and techniques.
- Organization, time management, problem solving, technical troubleshooting, and planning skills. Ability to work on several projects concurrently.

Ability to:

- Manage project objectives, budgets, timelines and deliverables and schedule/coordinate vendor and staff resources.
- Interpret and manage software licensing documents, related budgets, systems usage, and asset tracking.

COMMUNICATIONS

Skill in:

- Strong written communication skills for composing documentation, preparing reports, and corresponding with City employees and vendors.
- Excellent communication and interpersonal skills for interactions with co-workers, supervisors, managers, other City employees, and the public.

Ability to:

- Establish and maintain effective working relationships with other employees, City officials, and representatives of other government agencies.
- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
  Ability to maintain consistent and punctual attendance.

  -Physical ability to perform the essential functions of the job including:
    - frequently transport objects weighing approximately 25 pounds;
    - frequently install computer hardware and peripherals under desks and in confined spaces;
    - frequently operate a computer, associated peripherals and other standard office equipment;
    - diagnose and resolve technical problems with computer displays and to assure proper operation of computers, hardware and software;
    - accurately exchange information in person and by telephone;
    - mobility to move between worksites;
    - ability to sit or stand for long periods of time.

WORKING ENVIRONMENT:

The work is generally performed in an office environment with occasional visits to customer worksites. Works extensively at a computer workstation as well as with laptops, tablets, and other mobile devices. Works with a software utilities and diagnostic equipment to identify, repair and solve problems. Work is performed in an environment with frequent interruptions and some travel may be required for work-related meetings.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor Degree in computer science, information systems management, business computer programming or related field and:
- Four years of progressively responsible experience supporting, implementing, and providing direct technical services supporting client computing activities in a business, municipal, or other governmental environment.

OR

- An A.A. degree (or commensurate training/certification) in computer technology, information systems management, business computer programming or related field and:
- Six years of progressively responsible experience supporting, implementing, and providing direct technical services supporting client computing activities in a business, municipal, or other governmental environment.

PLUS

- Two years of experience providing support and administration of mobile devices in a complex environment.
- Experience with Microsoft Active Directory, Azure and familiarity with an industry leading mobile management system.
- Experience utilizing Windows PowerShell or other scripting/automation solution to administer mobile device management.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, local background check and fingerprinting. Subject to re-check every five years.
- Agreement to and signature on a Privileged Access Confidentiality Agreement is required.
- Willingness and ability to work extra hours or change hours as needed to do systems work outside of normal business hours.

PREPARED BY: D. Smith

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10/22

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4/23

REVIEWED BY: _____
D. Burdick
IT Director