SENIOR SYSTEMS SPECIALIST - FILENET

DEFINITION

Plans, configures, and maintains the District's FileNet Enterprise Content Management and related systems, and solves complex technical problems to minimize impact on system productivity.

TYPICAL DUTIES

Oversees and provides systems administration support including: monitoring system usage, error logs, and web traffic; performing systems tuning; monitoring and optimizing disk space on servers; performing system back-ups; and planning recovery strategies.

Performs the set-up, configuration, performance monitoring, isolation and resolution security design, and troubleshooting on the District's FileNet P8 Enterprise Content Management system.

Resolves reported problems on FileNet and related systems including software, application related, and client PC issues; and documents as necessary.

Plans and implements system expansions.

Acts as a liaison between infrastructure staff, District personnel, and vendors to enhance service and/or resolve problems.

Provides support to the user community and resolves technical issues to minimize impact on productivity.

Implements and maintains user access and profiles.

Works with developers to plan and implement technical specifications for system conversion, interfaces, enhancements, reports, and new applications.

Applies software patches and upgrades as necessary.

Develops and maintains documentation of all strategies, processes, and procedures.

Keeps abreast of upcoming software releases and related technological changes.

Provides training and mentoring to lower-level technical staff.

Oversees work carried out by consultants.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Senior Systems Specialist - FileNet applies advanced technical knowledge of and expertise with the FileNet P8 Enterprise Content Management and related systems to perform a full range of systems support duties.

A Technical Project Manager directs some of the activities involved in planning, development, and implementation of a major software applications system or directs all activities for a small software applications project.

A Systems Specialist - FileNet applies journey-level knowledge and skills in support and enhancement of the FileNet Enterprise Content Management and related systems.

SUPERVISION

General supervision is received from a Technical Project Manager or Senior Technical Project Manager. General supervision is exercised over assigned personnel.

CLASS QUALIFICATIONS

Knowledge of:

FileNet P8 Enterprise Content Management system including set-up, configuration, performance monitoring, isolation and resolution security design, data protection, and troubleshooting

Full range of information technology components such as PCs, servers, networks, and operating systems

Microsoft Windows including Active Directory, AIX, and Linux

Scripting languages such as Unix Shell Script

SQL and Oracle databases

General system development methodology

Ability to:

Analyze and solve complex technical problems

Evaluate and integrate new techniques in the area of enterprise content management and related technologies

Prepare long-range technical plans

Work effectively in a fast-paced environment

Work both independently and as a member of a team

Work effectively with customers, vendors, and IT colleagues

Write clear and logical reports, instructions, and documentation

Act in a lead capacity and train technical personnel

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with an associate's degree or equivalent semester or quarter units, preferably in computer information systems, computer science, mathematics, or a closely related field. Qualifying experience in addition to that required may be substituted for the required education on a year-for-year basis. Courses in P8 FileNet administration are preferable.

Experience:

Six years of professional computer technology systems administration and support experience preferably in FileNet or other enterprise content management systems. The aforementioned experience must include at least one year of FileNet P8 administration.

Special:

A valid California Driver License.
Use of an automobile.

SPECIAL NOTE

Management classification

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised   Reviewed
06-08-07   10-01-13
GK   SJ