

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Knowledge and Training Systems Administrator

UNION:1937

CLASSIFICATION: System Administrator

SG:116

CS:Y

DEPARTMENT: Information Technology Services

FLSA:Y

EEO4SOCCODE:TE/15-1244

JOB SUMMARY:

The Knowledge and Training Systems Administrator designs, delivers and evaluates technical training programs for systems, applications and equipment based on identified needs, trends, and City-wide goals. Creates and maintains training materials, knowledgebase documentation and learning resources for enterprise systems. Collaborates with IT leadership and subject matter experts to align training initiatives with departmental goals, compliance efforts and best practices.

Serves as administrator for assigned information systems, including the Learning Management System, Office 365, video conferencing platforms, and related technologies. Ensures system integrity and security, provides advanced technical support, and develops process improvements through data analysis and automation. Responsibilities include vendor coordination, reporting, monitoring budget for learning development projects, and researching emerging technologies to support strategic planning and continuous improvement across the organization.

SUPERVISORY RELATIONSHIP:

Reports to the Information Technology Service Desk Supervisor. Work is performed under general supervision and the guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements. May provide technical guidance and direction to lower-level staff.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Plans and evaluates City-wide technical training programs in support of constantly evolving technical systems. Assesses the effectiveness of training programs through various methods, including evaluations, feedback solicitation, performance metrics and service desk data. Conducts regular assessments to determine knowledge gaps and areas for improvement. Analyzes service and support ticket trends to identify needs and develop training for both IT support staff and end users. Implements training program enhancements when required or with coordinated involvement with the contract vendor.
2. Designs, develops, and maintains comprehensive training materials and resources to support the onboarding, technical skill development, and ongoing education of technical support staff. Collaborates with subject matter experts to ensure content accuracy, relevance, and alignment with operational procedures and service standards.

Coordinates and delivers training through various formats, including knowledgebase documentation, video content, and in-person or virtual sessions to promote consistent and effective technical support practices.

3. Schedules and monitors in-person and virtual training sessions, workshops, and seminars on various technical topics, including enterprise software applications, IT systems, cybersecurity best practices and compliance standards, and new technologies. Communicates schedules, updates, and training opportunities to employees and management. Maintains accurate records of training activities, attendance, and outcomes. Prepares and presents reports on training effectiveness, employee progress, and future training needs to senior management. Conducts ongoing review and evaluation of material and programs for accuracy, to ensure needs are met and industry best practices followed.
4. Functions as primary administrator for Office 365, learning management system and video conferencing platforms. Responsible for administration, maintenance, security, integrity, and ongoing improvement of assigned information systems technology, applications and associated hardware. Researches, recommends, tests, implements, configures and maintains assigned information systems and other technologies using approved best practices. Configures automation routines using scripting and other programming languages as needed. Performs installation of system patches, upgrades and fixes. Evaluates performance and implements continuous process improvements. Provides high level, detailed consultation, technical support and troubleshooting for assigned systems. Develops technical support procedures and recommends updates and improvements. Provides instruction on system procedures and software use. Creates and maintains technical documentation for standards, systems, and applications.
5. Analyzes problems with assigned systems and associated hardware; serves as primary resource for troubleshooting complex and unusual problems. Implements courses of action to address problems. Recommends significant changes to system administration or configuration to management before deploying the solution.
6. Maintains close working relationships with vendors to ensure systems and devices are configured and deployed effectively and to identify and solve system-wide or solution deployment problems. Works with vendors to ensure that system/device service contracts are fulfilling the city's business requirements and service level agreements and makes recommendations to management on significant contract or device changes. Troubleshoots problems, making corrective changes to existing configurations through consultation with vendor. Attend user meetings with vendors as needed.
7. 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.
8. Develops, effectively recommends, and coordinates budget estimates related to technical projects; maintains budgets for learning management applications and learning content development. Coordinates and maintains 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.

9. Maintains current knowledge of trends and developments in the information technology field. Researches and evaluates the use of new applications/technology/standards and equipment.

ADDITIONAL WORK PERFORMED:

1. May serve as backup to technical staff, particularly other System Administrators, to ensure continuity of all services and support across systems and applications.
2. Performs other related work within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Principles and procedures related to Knowledge Centered Services (KCS)
- Principles and procedures related to IT Service Management (ITSM) using industry standard frameworks such as the Information Technology Infrastructure Library (ITIL).
- Comprehensive knowledge, ability and skill in utilizing Microsoft system, server, authentication, and device management technologies.
- Generalized web application use (e.g. web-connectivity, proxies, authentication models, etc.)
- Scripting and administration via PowerShell.
- Strong knowledge of client technology support of client computers, mobile devices; peripherals, printers, wireless networking, broadband communications and virtual private networks.
- Comprehensive and current client technology utilization including Windows-based computers, iOS-based tablet computers and smart phones, printers, wireless technologies including Virtual Private Networks (VPN).
- Comprehensive and current Microsoft technologies including Office 365, Share Point, Active Directory, Azure, and Group Policy.
- Cybersecurity principles and practices, especially as they pertain to employee training.
- Knowledge and experience in knowledge delivery platforms.
- Specialized systems, including but limited to audio/video capture, records management, and facility security systems.
- Familiarity with e-learning tools and technologies.
- Knowledge of the functions of City departments, standard City office operations and interdepartmental working relationships.
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Skill in:

- Excellent customer service and interpersonal skills for establishing and maintaining effective working relationships with City staff, division staff and computer vendors.
- Demonstrated communication and presentation skills.
- Excellent organizational and project management skills.
- Demonstrated problem-solving abilities.
- Excellent organization, time management, technical troubleshooting, and planning skills.

- Excellent written communication skills for corresponding with City employees and vendors, and to collaborate with technical staff throughout the City.

Ability to:

- Collaborate effectively with diverse teams and stakeholders.
- Understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and documents and develop training programs.
- Understand and adhere to City and Department policies and procedures, including work processes and labor contract provisions for the workgroup.
- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Maintain technology skills and knowledge in a rapidly changing environment including complexity generated by increased compliance and security requirements including ability to proactively monitor Microsoft cloud-based and on-premises enterprise architecture, products, and services.
- Interpret and manage training licensing documents, related budgets, systems usage, employee compliance tracking.
- Ability to comprehend and resolve the problems experienced by staff using software application programs.
- Ability to use diagnostic tools to troubleshoot software/hardware problems.
- Ability to research and comprehend technical information and apply that information to solving software and hardware problems.
- Ability to work with and interpret needs for a variety of user departments.
- Ability to work independently with minimal supervision.
- Ability to edit/review work of others for potential content issues/concerns.
- Work on several projects concurrently.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation
- 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 performed is primarily at a computer workstation with occasional visit to other worksites. The work environment includes a varied range of noise and other distractions with low everyday risks working around standard office equipment with long periods of sitting or standing. Some travel to professional meetings is expected.

EXPERIENCE AND TRAINING REQUIREMENTS:

- B.A. degree in computer science, information systems management, applied networking, mathematics or related field and:
- Four years of experience supporting client computer software and hardware in a multi-site network for a business or municipal environment required, and
- Two years of experience providing support and administration for major applications in a complex environment required.

OR

- An A.A. degree in computer technology or related field and:
- Six years of experience supporting client computing activities in a business, municipal, or other governmental environment, and
- Two years of experience providing support and administration for major applications in a complex environment.

PLUS

- Experience in designing, developing, and delivering technical training programs is preferred.

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.
- Ability and willingness to obtain Certified Knowledge Manager (CKM), KCS v6 Fundamentals, KCS v6 Practices or department approved certification within 1 year of employment is required.

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6/26

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