

**Systems Administrator**

**Summary**

Provides coordination and advises direction to the Information Technology Director for the City’s overall network infrastructure. This individual is responsible for all phases of development, implementation and maintenance of the City’s network switches, firewalls, web filters, wireless access points and other related systems.

**DUTIES AND RESPONSIBILITIES**

**A. Systems and Network Activities (75%)**

* Administers/operates city computer systems and peripheral equipment; manages and monitor system activities; manages disk space and disk usage; manages print jobs and automated scheduled jobs; coordinates and controls system security; resolves problems in program operations and commands; identifies and repairs corrupt data files; resolves hardware problems; analyzes system errors; evaluates system performance and modifies.
* Administers networking systems; identifies and resolves network problems; establishes printing capabilities; establishes communications between networks; establishes/troubleshoots access capabilities; adds, changes or deletes user accounts.
* Configures, installs and repairs computer hardware and peripheral equipment, specifically: servers, personal computers, monitors, printers, disks, routers, switches, telecommunication equipment, keyboards and scanners; tests and evaluates new hardware.
* Installs new software programs; upgrades existing programs; repairs software problems.
* Works with different departments to update content on the City’s website.
* Produces and delivers multimedia presentations and assists in the production and delivery of multimedia presentations
* Identifies and resolves network problems including documentation for problem cause and resolution.
* Administers and assists in the operation and maintenance of City’s virtual computing initiatives including virtualization technology hosts, such as VMWare, and associated virtual servers housed on such hosts; evaluates, tests, and implements virtual computing solutions for both server and desktop virtualization initiatives.
* Identifies data errors or equipment malfunctions; responds to system crashes and/or system problems related to applications on a 24-hour basis; initiates appropriate action to correct errors, recover data and obtain maintenance; initiates communication with service representatives and provides information and technical assistance concerning operational and/or mechanical problems.
* Monitors working conditions of equipment; performs computer maintenance tasks; performs preventive maintenance functions.
* Evaluates proposed hardware and software; make recommendation for acquisition.
* Compiles and/or tracks various administrative and/or statistical data pertaining to departmental operations; prepares or generates reports; maintains records.

**B. Administration (25%)**

* Assists Information Technology Director in developing the Information Technology annual budget.
* Prepares written program documentation and operational instructions, specifically user manuals and technical manuals.
* Develops/implements policies and procedures related to computer operations, specifically system security, hardware/software failures, data auditing, and data entry standards.
* Maintains documentation of system activities, operations, modifications, and maintenance.
* Maintains inventory of departmental supplies; initiates orders for new or replacement materials; receives incoming shipments/packages of computer-related materials.
* Maintains knowledge of operating systems and platforms and software programs to operate a computer in an efficient and effective manner.
* Maintains an awareness of new products, trends and advances in the profession; reads professional literature; attends workshops, conferences and training sessions.
* Recommends policies and procedures that guide and support the provision of quality services by the department.
* Incorporates continuous quality improvement principles in day to day activities.

**C.** **Performs other reasonably related duties in a safe manner as assigned by immediate supervisor and other supervisors as required.**

**JOB SPECIFICATIONS**

**Qualifications**:

* Must have graduated from an accredited four year college or university with a minimum of four years of IT Support experience
* Valid IT certifications (Microsoft Servers, Cisco, CompTIA, or VMWare) preferred.

* Must possess a valid driver’s license and have an acceptable driving record.

**Knowledge, Skills, and Abilities:**

* Understands the functions, procedures and workflow of city departments as they relate to computer operations/support; provides computer support to departments.
* Ability to prioritize workload.
* Ability to draft correspondence, official replies, gather and maintain technical and statistical data, and publication and reference materials.
* Ability to maintain and retrieve files, records, reports, plats, site plans, applications and other official documentation.
* Ability to manage multiple projects in an ever-changing environment.
* Ability to apply common sense understanding to carry out instruction furnished in written and oral form.
* Ability to maintain an affective working relationship with citizens and other employees.
* Provides education, training, information and assistance to users regarding operations, procedures, problems, software and functions; conducts training classes and develops structured training activities.
* Answers the telephone; proves information, guidance and assistance; takes and relays messages and/or directs call to appropriate personnel; returns calls.

* Communicates with supervisor, co-workers, users, departments, vendors and outside agencies to discuss work in progress, exchange information, resolve problems, coordinate equipment needs, provide operational support, and project management.
* Ability to maintain regular attendance on the job.

* Ability to schedule flexible work periods outside the normal work day and be on 24-hour call.

**Physical Characteristics:**

* See well enough to read text on a computer monitor.
* Effectively operate a computer, copier, fax and other office machines.

* Have ability to sit for long periods at a time.
* Have ability to move freely about the office.
* Have ability to move and lift files and boxes weighing no more than 50 pounds.
* Have the ability to safely operate a motorized vehicle.