



## **Computer Systems Administrator**

### **SALARY GRADE: 20**

**PURPOSE OF POSITION:** To provide technical support, solutions, maintenance and administration of the City's computer network servers and other related technologies.

#### **ESSENTIAL FUNCTIONS:**

- Provides technical support for server side hardware and software.
- Administers and maintains the network system back up procedures and processes.
- Reviews system logs for errors and takes corrective actions.
- Performs system security checks.
- Conducts testing, debugging and documentation of systems.
- Performs server roll-out functions.
- Installs and configures server side computer software.
- Provides patch and temporary fix support to server environment.
- Performs testing and evaluations of various technologies. Responsible for test network environment.
- May also provide support to help desk functions on an as needed basis.
- The intent of this class description is to provide a representative summary of the types of duties and responsibilities that would be required of classifications given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Incumbent may be required to perform job-related tasks other than those specifically presented in this job description.

#### **JOB BASED COMPETENCIES:**

- Skilled in Microsoft applications (Sever, SQL, SharePoint, Project, etc.).
- Skilled in VMware applications.
- Excellent verbal and written business communications skills.
- Knowledge of NetAPP SAN solutions.
- Knowledge of VERITAS Back-Up Exec applications.
- Ability to investigate computer problem, conduct research, determine a course of corrective action and implement solution.
- Knowledge of data principles, system design, equipment, operating characteristics, capabilities, limitations, requirements, procedures and terminology.
- Knowledge of and skill in data equipment installation, maintenance and repair.
- Knowledge of data software and protocols.
- Knowledge of applicable statutes and regulations governing data systems and networks.
- Knowledge of applicable occupational safety and health precautions.
- Ability to analyze technical problems and do abstract problem solving.
- Ability to communicate technical and other data effectively and clearly, both orally and in writing, and to prepare and present succinct, coherent and technically accurate reports.
- Ability to establish and maintain effective working relationships within the department, other City departments, officials and the general public.
- Ability to process information logically and solve problems.
- Ability to effectively service a diverse community.
- Ability to be an effective team member.
- Ability to multi-task and balance the demands of multiple projects

**PUBLIC CONTACT:** Routine direct personal contact with all levels of the organization. May occasionally have direct personal contact with vendors and constituents. As such, may represent one of the many public faces of the Information Technology Department. A customer centric attitude through courteous and professional conduct is essential.

**ORGANIZATIONAL STATUS:** Under the direction and responsible to the Department Head or designated representative.

**SUPERVISION EXERCISED:** Generally, there is no supervision exercised, although may serve as a member of project team(s).

**PHYSICAL REQUIREMENTS:** This is light to moderate work requiring the exertion of 40 pounds of force occasionally and up to 10 pounds of force frequently. The work requires visual acuity to operate computer equipment and for reviewing, checking, preparing and maintaining written and computer files. Manual dexterity is required operate standard office, data entry, word processing and other computer equipment. Incumbent is required to have sufficient hearing ability to perceive information at normal spoken word levels.

**MINIMUM QUALIFICATIONS:**

<p><b>Computer Systems Administrator</b></p> <p><b>Job Code:</b> 03.07 <b>Salary Grade:</b> 20 <b>FLSA Status:</b> Non-Exempt <b>Union:</b> Represented</p>	<ul style="list-style-type: none"><li>• Associate Degree from an accredited college or university with major course work in computer science, business administration or a closely related field.</li><li>• Three (3) years of relevant experience in computer support.</li><li>• CompTIA A+ certification.</li><li>• CompTIA Network+ certification.</li><li>• Three (3) Microsoft MCTS or One (1) MCITP certification in (Office, Server, Project, SharePoint, Exchange, SQL, ForeFront).</li></ul>
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**TRAINING REQUIREMENTS:** ICS 100 and IS 700