



Job Description

Information Technology Systems Administrator

Pay Grade: G08

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Two (2) years of system administration or network administration experience in computer operation. Directly related work experience may be substituted for the formal education requirement on a year-for-year basis. Working knowledge of virtualization, VM Ware, or equivalent, knowledge of networking (software/hardware) and network protocols and cybersecurity experience is preferred.

Minimum Education Requirements: Associate Degree in Computer Science, Information Technology, or a related field. High School diploma or G.E.D. and 5 years work experience is equivalent in place of a 2-year degree. Bachelor's degree in computer science, Information Technology, systems Administration Preferred.

Department: Human Resources.

Direct Supervisor: Information Technology Manager.

Supervisory Responsibility: Direct (x); Indirect (x)

Primary Work Location: Works inside in an office setting.

Certification: Valid State of Florida driver's license. System administration and IT certifications in Microsoft, Linux, or other network related fields are a plus.

Job Summary: Provides technical assistance and support related to computer systems, hardware, software and network environments. This position responds to queries, software and hardware issues, runs diagnostic programs, isolates problems, and implements solutions as necessary to resolve issues.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Troubleshoot hardware, software, and network connectivity issues by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Install, update, upgrade, and configure software applications on workstations, servers, and mobile devices
- Manage the city's Microsoft 365 infrastructure (email, intranet, Microsoft Teams, etc.)
- Respond to the needs and requests from users that use Central Square financial, public safety, and community development software applications
- Respond to the needs and requests from users of various Microsoft Windows-based software applications
- Manage network attached storage (NAS) devices
- Add, delete, and manage user accounts and their security access in various systems (Active Directory, Microsoft 365, security cameras, etc.)
- Assist in troubleshooting problems in operations after hours, on weekends, holidays, or after natural disasters as needed
- Monitor and respond to alerts accordingly
- Manage the citywide control system (Door Access/Security Cameras)
- Manage various web filtering services and devices



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- Manage network equipment (switches, wireless access points, firewalls)
- Prepare, produce, record, and live stream various city meetings associated with city council and board committees
- Recommend, review, install, and support new software applications and computer hardware
- Maintain, update, and add to existing documentation and diagrams
- Ensure proper coordination of user management and security protocols between the Information Technology department and the end users
- Manage, organize, and inventory various types of equipment throughout the city based on a five-year depreciation/replacement schedule
- Serve as a team player in the coordination of activities for hardware, software, support, and maintenance of users
- Perform clerical administrative duties to include coordinating meetings, composing correspondence, preparing purchase requisitions, and maintaining records and files
- Perform other job duties as assigned

Knowledge, Skills, and Abilities (KSA's) for Position

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- SunGard HTE Public Sector Software.
- Various computer software applications.
- Microsoft Windows 10 Pro
- Microsoft Office products
- Principles, practices, and procedures of data processing
- Familiar with service desk ticketing systems

Skills

- Strong written and oral communications and relational skills.
- Public relations and customer service.
- Follow and relay complex oral and written instructions, policies and procedures.
- Basic math skills for budget and other financial calculations.
- Operate a variety of office equipment, including computer terminal, printer, calculator, fax, typewriter, and copier.

Abilities

- Create and maintain documentation
- Recommend improvements to enhance efficiencies
- Respond to after-hours emergency events as needed
- Troubleshoot and resolve system problems.
- Think logically to prepare requests to retrieve information from the system.
- Instruct others in computer and software use.
- Diagnose hardware, software, and other system failures.
- Configure and maintain wired and wireless networks.
- Understand and follow moderately complex instructions.



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- Learn new methods, procedures, and operations.
- Handle multiple tasks and work independently with minimal supervision.

Physical Demands

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. The following physical abilities are required:

- Crawling: Moving about on hands and knees or hands and feet.
- Crouching: Bending the body downward and forward by bending leg and spine.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Hearing 2: Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Pulling: Using upper extremities to exert force in order to draw haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Standing: Particularly for sustained periods of time.
- Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
- Visual Acuity 2: Including color, depth perception, and field vision.
- Visual Acuity 3: Visual Acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.



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**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- ☐ I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date