SYSTEMS ADMINISTRATOR

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change.
The specific statements shown in each section of this description are not intended to be all-inclusive.
They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title:	Systems Administrator	**Effective Date:**	July 1, 2022
Working Title:	Systems Administrator	**Type:**	Non-Represented
Department:	Finance	**Supervisor:**	Finance Director
FLSA Status:	Non-Exempt	**Supervises:**	None

CLASSIFICATION SUMMARY

Under the general direction of the Finance Director, in concert with the Network Administrator, this classification oversees the City's information systems, including but not limited to network, security, computer hardware and software, telecommunications, and other related equipment. This classification's primary focus is on system administration, customer service and technical support including upgrades, installation and problem solving on individual, team and departmental levels. The Systems Administrator serves as the Acting Network Administrator in the Network Administrator's absence.

SUPERVISION

Not a supervisory position.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally, and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned and operating a motor vehicle safely and legally while on City business.

50%   Information Technology Intergovernmental Agreement (IGA) Support

Computer System Customer Support

Provides technical support to all IGA City departments' operational needs, including service and preventive maintenance of all hardware and software applications.

Helpdesk and Customer Support – Initial Point of Contact

- Monitors the helpdesk ticketing system and provides initial response to issues for all users, both at the City and those agencies covered by an intergovernmental agreement, via in person, remote access, phone, chat, or other medium.
- Determines best course of action and assigns or escalates tickets to the appropriate resource or vendor.
- Documents steps taken into the helpdesk ticketing system.

Hardware Support

- Assembles, installs, configures, upgrades computers, laptops, tablets, printers, multi-functional devices, and all other peripheral equipment.

System Administration

Administers and ensures appropriate access to the following systems:

- Closed Caption Television
- Access Control of Doors to Facilities, including reviewing door schedules.
- File and print management services
- Antivirus protection
- Two Factor authentication and other network security protocols
- Office 365 setup and account administration for email, Office Suite, Teams and SharePoint
- Business or financial systems installation, upgrades and patching
- Public Safety systems, including:
  - Computer-Aided Dispatching (CAD)
  - Records Management Systems (RMS)
  - In car mobile computing and cellular remote access via virtual private network
  - Video systems: body worn and vehicle mounted
  - Electronic citation and ticket printing

Maintains or creates documentation of procedures and processes, records of work performed, project tracking databases and equipment inventory, software, and user assignment.

Network Administration

Performs day-to-day network information systems functions, including installation, performance monitoring, access, security, back-ups, scheduling, inventory management, and processing orders.

Configures and deploys:

- Servers, both in stand-alone and virtual environments
- Routers, Firewalls, Switches
- Virtual Private Networks (SSL)
- V-Lan Access
- Wireless Access Points
- Site to Site Virtual Private Network Tunnels (IPSEC)

Administers active directory and group policy functions.

Analyzes user network problems and questions, addressing complex problems most critical to the city.

Plans and schedules installation of new products, such as overall system hardware upgrades or those that require creative network tuning, considering timing, version compatibility and other factors.

Analyzes system performance and addresses performance problems.

Resolves network resource competition issues.

Solves desktop connectivity issues with the network and requests for software installations in support of the City staff both on the phone and in person.

Implements, monitors and maintains computer network security to include antivirus, data retention, and firewall and Active Directory configuration.

Setup and configuration or remote access, patching and ticket management system.

Information Technology Administration

Recommends policies, procedures, standards, and protocols.

Assists with yearly technology budget planning needs.

Provides expert consultation to management and other jurisdictions and, in a leadership role, conducts comprehensive analysis, planning, development, implementation and coordination for the operations, maintenance, installation and construction of information systems.
Consults with and advises management and other staff on planning, development, implementation and coordination for the operations, maintenance, installation, and construction of information systems on a regular basis.

Plans and approves equipment and software purchases. Responsible for hiring contractors and vendors, cost and time estimates, feasibility studies, and design and implementation of new or modified systems and programs.

15%   Computer Systems Customer Support

Provides technical support to all City departments' operational needs, including service and preventive maintenance of all hardware and software applications.

Helpdesk and Customer Support – Initial Point of Contact

- Monitors the helpdesk ticketing system and provides initial response to issues for all users, both at the City and those agencies covered by an intergovernmental agreement, via in person, remote access, phone, chat or other medium.
- Determines best course of action and assigns or escalates tickets to the appropriate resource or vendor.
- Documents steps taken into the helpdesk ticketing system.

Hardware Support

- Assembles, installs, configures, upgrades computers, laptops, tablets, printers, multi-functional devices and all other peripheral equipment.

15%   System Administration

Administers and ensures appropriate access by City staff to the following systems:

- Closed Caption Television
- Access Control of Doors to Facilities, including reviewing door schedules
- File and print management services
- Antivirus protection
- Two Factor authentication and other network security protocols
- AT&T FirstNet phones and data devices
- Business or financial systems installation, upgrades and patching
- Public Safety systems, including:
  - Computer-Aided Dispatching (CAD)
  - Records Management Systems (RMS)
  - In car mobile computing and cellular remote access via virtual private network
  - Video systems: body worn and vehicle mounted
  - Electronic citation and ticket printing

Maintains or creates documentation of procedures and processes, records of work performed, project tracking databases and equipment inventory, software, and user assignment.

10%   Information Technology (IT) Administration

Recommends policies, procedures, standards, and protocols. Assists with yearly technology budget planning needs.

Provides expert consultation to management and other jurisdictions and, in a leadership role, conducts comprehensive analysis, planning, development, implementation and coordination for the operations, maintenance, installation, and construction of information systems.

Consults with and advises management and other staff on planning, development, implementation and coordination for the operations, maintenance, installation, and construction of information systems on a regular basis.

Plans and approves equipment and software purchases. Responsible for hiring contractors and vendors, cost and time estimates, feasibility studies, and design and implementation of new or modified systems and programs.

Prepares procedures, guidelines, FAQ sheets, training and test documentation, statistical monitoring, workflows, spreadsheets, and other types of documentation to support organizational and department policies, goals, and objectives.

Provides recommendations based on data collected and additional research, within the goals of the department and City.

Attends meetings and various trainings as required.

5%   Phone System Support Back-Up

Assists with the City's telecommunications systems, including but not limited to, telephones and mobile phones.

Coordinates phone services with City vendor, including new phones and repairs.

Troubleshoots problems that occur inside the building such as system errors and hunt groups.

Assists with Request for Proposal (RFP) processes; purchases, distributes and maintains inventory of City land phones, mobile phones; and installs and programs new phones and phone equipment.

Responsible for strategic planning, considering issues such as resource utilization, acquisition planning and new technologies, disaster planning, overall phone system performance, and security.

5%   Network Administration Back-Up

Assists with day-to-day network information systems functions, including installation, performance monitoring, access, security, back-ups, scheduling, inventory management and processing orders.

Configures and deploys:

- Servers, both in stand-alone and virtual environments
- Routers, Firewalls, Switches
- Virtual Private Networks (SSL)
- V-Lan Access
- Wireless Access Points
- Site to Site Virtual Private Network Tunnels (IPSEC)

Administers active directory and group policy functions.

Analyzes user network problems and questions, addressing complex problems most critical to the city.

Plans and schedules installation of new products, such as overall system hardware upgrades or those that require creative network tuning, considering timing, version compatibility and other factors.

Analyzes system performance and addresses performance problems.

Resolves network resource competition issues.

Solves desktop connectivity issues with the network and requests for software installations in support of the City staff both on the phone and in person.

Implements, monitors and maintains computer network security to include antivirus, data retention, and firewall and Active Directory configuration.

Setup and configuration or remote access, patching and ticket management system.

PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools or controls; pull lines and cables; bend, stoop and reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift equipment ranging in weight from 30 – 80 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are necessary to use a computer and various software programs, calculator, phone, copy and fax machines, and other related tools and equipment.

Safety
Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position.

Working Conditions
In the performance of the job duties, the employee will perform the majority of this job in an office environment under usual office working conditions, primarily while sitting at a computer terminal. Work is also performed in numerous meeting settings in offices, conference rooms, and public spaces. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions and background noises. However, employees risk physical hazards from working with energized lines and equipment, high levels of noise and ongoing exposure to Video Display Terminal (VDT) radiation. Duties include contact with vendors and with employees and customers in conflict situations.

Subject to 24-hour call back for emergency conditions.

MINIMUM QUALIFICATIONS

Education & Experience
A Bachelor's degree in a computer-related field plus 3 to 5 years of Microsoft Windows server network administration and computer maintenance and installation or an equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position.

Licenses, Certifications & Other Requirements
- A+ or Network+ Certificates.
- Pass a comprehensive background investigation.

ADDITIONAL QUALIFICATIONS

Knowledge
- Administration & management of Microsoft Windows Server 2008 to present.
- Administration & management of Microsoft Exchange Server 2008 to present.
- Active directory, Domain Name Server (DNS), Dynamic Host Configuration Protocol (DHCP), Internet Information Service (IIS), Wireless Networking, Virtual Private Network (VPN) and dual factor authentication.
- System software, hardware, and peripherals installation and maintenance.
- State and federal laws governing public information and privacy act.
- Criminal Justice Information Services (CJIS) standards and compliance.

Skill & Ability
- Install and maintain servers using a variety of operating systems, networking and computer systems, including peripheral devices.
- Analyze problems, procedures, and data and develop solutions.
- Effectively plan and implement network strategies for optimum network efficiency.
- Develop and conduct training for system hardware, software, and applications.
- Develop clear and concise documentation and procedures.
- Communicate effectively, both orally and in writing.
- Convey technical information to users.
- Use test equipment, diagnostic software, and hand tools.

Licenses, Certifications & Other Requirements
- Microsoft Certified Systems Engineer (MCSE) or Microsoft Certified Professional (MCP) preferred.
- Required at time of appointment: Criminal Justice Information Services (CJIS) clearance or ability to obtain within 90 days and maintain during employment.
- Possession of or ability to obtain a valid Oregon driver license and maintain during employment.