# JOB DESCRIPTION

## JOB INFORMATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>IT System Administrator</th>
<th>Civil Service:</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Information Technology</td>
<td>Bargaining Unit:</td>
<td>Non-Bargaining</td>
</tr>
<tr>
<td>Reports to Position:</td>
<td>IT Director</td>
<td>Pay Grade:</td>
<td>NB Pay Scale</td>
</tr>
<tr>
<td>Location:</td>
<td>City Hall</td>
<td>Overtime Status:</td>
<td>Salary</td>
</tr>
<tr>
<td>Effect. Date:</td>
<td>02/2019</td>
<td>FLSA Status:</td>
<td>Exempt</td>
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</tbody>
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## JOB SUMMARY

*Provide a brief description as to the primary purpose of this job (no more than three to five sentences):*

The IT Systems Administrator Work is tasked with the design, installation/upgrade, configuration and operational support of standalone and networked computer systems following the City's standards for security and operational integrity. The position is also the primary support role of client/server software systems.

## ESSENTIAL JOB DUTIES/WORK PERFORMED

*List essential job functions that comprise the job; describe in terms of actions (verbs) and desired outcomes in order of most important first:*

- System Administration of networked client/server systems with primarily Microsoft operating system based physical and virtualized environments
- Cloud and software as a service platform support
- Cyber Security first methodology in all design, configuration and implementation tasks
- Active Directory and Group policy support and administration
- Microsoft Office 365 platform administration
- Troubleshoots (analyze, identify, and resolve) network, workstation, and telecommunications, hardware, software, and peripheral equipment problems.
- Database server administration (MS SQL, and other relational database management systems)
- Troubleshoot deductively
- Desktop application support
- Project specifications development
- Vendor relationship management such as obtaining bids, quotes and participating in procurement tasks
- Perform upgrades, installations of new and existing software and hardware
- System integration support
- Maintains inventory of software and hardware assets
- Participates in the design process with the IT team in developing system architecture
- Respond to emergency IT situations and take corrective actions as necessary
- Assists employees with daily support to meet their goals and deadlines
- Mobile computing and mobility system support
- Document activities and tasks
- Create and update existing documentation and support processes
- Adhere to change management practices
- Conducts growth analysis and capacity planning

## REQUIRED KNOWLEDGE AND SKILLS

*List key dimensions (measurements for success) for this position:*

- Thorough knowledge of the Microsoft Server family of software
- Microsoft .NET web-based software support
- Datacenter Virtualization
- Client/Server support
- Use deductive reasoning troubleshooting to determine root cause of client/server and/or network issues
• Thorough knowledge of Microsoft Active Directory Users and Computers and Group Policy management
• Experience using shell scripting, PowerShell, WMI and other tools
• Experience with mobile device management
• Thorough knowledge of computer networking configuration and troubleshooting
• Working knowledge of VoIP telephony and communications systems
• Thorough knowledge of Windows Server administration
• Thorough knowledge of desktop and datacenter virtualization
• Working knowledge of database management systems
• Ability to learn new technologies and adapt to changing technology
• Promote best practices for safe computing
• Adhere to the best practice of least necessary privileges
• Participate in a team-based environment

ESSENTIAL FUNCTIONS & PHYSICAL ABILITIES

List key relationships (to whom and the nature of the relationship) and leadership received and from whom associated with this position:

• Requires the following, with or without reasonable accommodation:
  • Ability to read, speak, write and understand English to effectively communicate with citizens, City Council and employees by telephone, in written form, or face to face.
  • Must be able to work in an IT support model that is a blend of contracted support and City of Marion IT staff
  • Ensure service is provided to customers in a professional, courteous and timely manner
  • Ability to work independently and make effective use of time to accomplish multiple assignments.
  • Demonstrated excellent written and oral communication skills
  • Physical ability to routinely lift, carry and transport computer equipment up to 50 pounds
  • Excellent interpersonal, customer service and teamwork skills, including with technical peers – (Working Proficiency level)
  • Ability to interpret and comprehend work instructions from oral and written English communications.

QUALIFICATIONS

List the minimum requirements to be considered for this position:

• Requires a bachelor’s degree in business administration, computer science, management of information systems, or a related field or any equivalent combination of experience, training and certification which provides the knowledge, skills and abilities to perform the work such as certifications in Microsoft MCSE, CompTIA A+, Network+, Security+ or Cisco CCNA
• Professional support experience (typically 4 - 5 years) using varied technology concepts relating to desktop and server support management, network infrastructure support or other applicable technologies

WORKING CONDITIONS

List working conditions for this position:

• Works in an office environment
• Works a standard work week
• May be required to work some overtime upon demand of workload

REQUIRED BACKGROUND CHECKS

List working conditions for this position:

• Sex Offender Registry
• Criminal Background Check
• Drug Screening
• Driving Record
• Pre-Employment Physical