SYSTEMS ADMINISTRATOR

General Statement of Duties

Performs advanced technical duties to ensure overall functionality and maintenance of all Town related network technologies and computer systems.

Distinguishing Features of the Class

An employee in this class works directly with all data infrastructure components. Work requires technical proficiency and problem-solving ability. Frequent contact is made with internal users and various Town departments. Work is performed under the regular supervision of the Information Technology Manager and duties are reviewed through verbal and written feedback, as well as performance appraisals.

Illustrative Examples of Work

Manages physical and virtual data infrastructure.

Manages Windows domain services.

Manages VoIP phone services.

Serves as backup to IT Manager.

Serves as a mentor to PC Technician.

Sets up data backup; recovers lost/deleted files; rebuilds corrupt data.

Provides support to 911 system.

Manages user access and security permissions.

Maintains network equipment, including switches, routers and servers.

Manages hosted email solution and connectivity.

Finds, analyzes and repairs software and hardware errors with diagnostic tools to troubleshoot systems and user problems.

Researches and recommends products and emerging technologies to meet user needs; advises on methods to improve efficiency; provides specifications for new equipment.

Conducts training in the use of personal computers and various software.

Troubleshoots mobile data devices.

Performs related duties as required.

Knowledge, Skills, and Abilities

Work requires thorough knowledge of personal computers, operating systems, software, and peripheral equipment used by the town.

Work requires experience with databases, networks (LAN, WAN) and patch management.

Work requires experience with wireless networking equipment.

Work requires thorough knowledge of the current literature, trends and developments in the field of personal computers and personal computer software.

Employee must be skilled in the use of popular computer-driven word processing, spreadsheet, database and file maintenance programs, and other common office programs.

Employee must have the ability to exercise initiative and independent judgment in analyzing and applying standards to a variety of situations.

Employee must have the ability to exercise tact, courtesy and firmness in frequent contact with a variety of town personnel.

Physical Requirements

Must be able to physically perform the basic life operational support functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, walking, pushing, pulling, fingering, grasping, feeling, talking and hearing, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force to move objects.

Worker must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal, read extensively, visually inspect small defects or parts, operation or inspection of machines, use measurement devices, and assemble parts at distances close to eyes.

The worker is subject to both inside and outside conditions.

The worker is required to function in narrow aisles or passageways.

Desirable Education and Experience

Associates Degree in Computer science and/or at least 5 years' experience in complex systems and network support; or an equivalent combination of education and experience.

Special Requirements

Ability to solve complex technical problems and prioritize tasks.

Fair Labor Standards Act (FLSA) Status

Non-exempt

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