



CLASSIFICATION TITLE: BCES IT Systems Administrator	JOB NUMBER: 7251	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: BCES Information Systems Manager	PAY GRADE: 22	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs difficult skilled technical work administering and maintaining the BCES's computer software systems and network connections to ensure high levels of availability and security of the supported business applications; participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance is consistent with BCES's goals, industry best practices, and regulatory requirements, as well as other duties as assigned. Work is performed under the limited supervision of the BCES Information Systems Manager (supervisor). Subject to work after hours and weekends as needed.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Participates in and supports capacity planning and the development of long-term strategic goals for systems and software; coordinates with the IT Applications and IT Customer Service teams to implement desktop and server systems that utilize industry best practices to meet City and BCES objectives.
- Deploys workstations, servers, printers, scanners, firewalls, encryption systems and all host security systems; manages all operating systems and support end-user software; manages data communications (e.g., e-mail, IM) and connection solutions, including workstation connectivity, local area networks, intranet and

internet applications; manages input/output feeds, including printers and scanners.

- Ensures the integrity and security of enterprise data on host computers, multiple databases, and during data transfer in accordance to business needs and industry best-practices regarding privacy, security and regulatory compliance.
- Manages end user accounts, permissions, access rights and storage allocations in accordance with best practices regarding privacy, security and regulatory compliance; performs and tests routine system backups, restores, and network and security audits.
- Manages servers, including database, e-mail, printers, and backup servers and their associated operating systems and software; troubleshoots and resolves hardware and software problems on servers, input/output fleet and workstations; escalates incidents as necessary.
- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information; performs and tests routine system backups, restores, and network and security audits.
- Anticipates, mitigates, identifies, troubleshoots and resolves hardware and software problems on servers, input/output fleet and workstations. Escalates incidents as necessary.
- Creates required reports in response to business user needs.
- Participates in project development and negotiations with vendors, outsourcers and contractors to secure software products and services as needed.
- Supports the IT Applications team throughout project lifecycles; analyzes systems, servers, applications, networks and input/output device performance.
- Recommends, schedules and performs software and hardware improvements, upgrades, patches, reconfigurations and/or purchases; creates required reports in response to business user needs; develops, documents and maintains policies, procedures and associated training plans for system administration and appropriate use.
- Provides continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Network, PC, and platform operating systems.

- Current systems software, protocols and standards, including firewalls and Active Directory.
- Local area network (LAN) administration.
- Data management.
- Principles and practices of budget development and administration.
- Applicable Federal, State and local laws, rules, codes and regulations related to assigned activities.
- Applicable data privacy practices and laws.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Public speaking techniques.
- Interpersonal skills using tact, patience and courtesy.
- Technical aspects of field of specialty.

Skills and abilities to:

- Troubleshoot software and hardware.
- Document and maintain configuration and process information.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Participate in training sessions, presentations, and meetings.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

- CCNA Certification within a year of hire and maintain throughout employment.
- Valid driver's license.

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in information systems, or related field and three (3) years of experience of troubleshooting hardware and software, or equivalent combination of education and experience.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.


This work requires the regular and punctual attendance at the office or other assigned location; work requires the occasional exertion of up to 20 pounds of force; work regularly requires using hands to finger, handle or feel and repetitive motions, frequently requires sitting and speaking or hearing and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, climbing or balancing, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions

in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts and operating motor vehicles; work occasionally requires exposure to the risk of electrical shock and outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.



Human Resources Director

9/23/25

Date



Department Head

9/22/25

Date



City Manager or Authorized Designee

9/23/2025

Date