



CITY OF RICHLAND

CLASSIFICATION TITLE: IT SYSTEMS ADMINISTRATOR	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: IT OPERATIONS SUPERVISOR	FLSA STATUS: Exempt

GENERAL SUMMARY:

Under the direction of the IT Operations Supervisor, administers and tunes in-house 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 the City's goals, industry best practices, and regulatory requirements.

ESSENTIAL JOB FUNCTIONS:

Duties listed are representative of the types of tasks and functions performed by positions of this class of work. Percentage of time and rank of importance of duties are not listed since both will vary by position and work location.

- 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 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, City's website, intranet and internet applications.
- 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 input/output ~~feeds~~leets, including printers and scanners.
- 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.

- Anticipates, mitigates, identifies, 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.
- 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.
- Conducts research on emerging products, services, protocols and standards in support of application procurement development efforts.
- Creates required reports in response to business user needs.
- Participates in negotiations with vendors, outsourcers and contractors to secure software products and services.
- 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.
- Operates a variety of modern office equipment to include, but not limited to, printers, copiers, calculators, multi-line phone systems, scanners and fax machines, or other specialized equipment, and personal computers in a windows based computing environment using standard or customized software application programs appropriate to assigned activities.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

Identify specific and realistic knowledge, skills and abilities necessary to competently perform this job.

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.
- 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.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION & EXPERIENCE REQUIREMENTS:

- Bachelor's degree in information systems/technology or related field;
- Four (4) years of direct work experience to include hands-on software and hardware troubleshooting experience;
- Advanced proficiency in the use of Microsoft Office Windows, Internet Explorer, Outlook and Visio, and proficiency at an intermediate level in Microsoft Office Word, Excel and PowerPoint.
- Or an equivalent combination of education and experience that would provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job.

LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:

- Valid Washington State driver's license upon hire date (out of state candidates must obtain within 30 days of hire date).
- MCTS for Windows Server 2008 Network Infrastructure Configuration, Windows Server 2008 Active Directory Configuration, and MCTS for SCCM Certifications required within one (1) year of hire date.
- CMAP Certification required within one (1) year of hire date.
- MCTS for Virtualization, Microsoft System Center Operations Manager 2007 and CCNA (Voice) Certifications preferred.

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.

WORKING CONDITIONS

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.

Environment:

- The work is generally performed within an office environment, which may include an open cubicle office setting.
- Will require occasional trips to other city offices and other agency offices for business purposes, and in inclement weather.
- Lighting and temperatures are typically adequate, and there are is little to no hazardous or unpleasant conditions caused by noise, dust, etc.
- The noise level in the work environment is usually quiet to moderate.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.
- Some travel may be required.
- On-call availability for after standard business hours.
- Ability to participate in training sessions, presentations, and meetings.

Physical Demands:

- Generally sedentary in nature, but may require standing and walking, and the ability to intermittently kneel down, stoop, bend at the waist, twist at the waist and reach, or sit for long periods of time.
- Ability to operate a motor vehicle and to visit various City and meeting sites.
- Must be able to read, write, and communicate clearly.
- Ability to lift up to 20 lbs on occasion (boxes, paper, office supplies, etc.),
- Ability to operate standard office equipment (copier, fax, printers, multi-line phone systems).
- Must have good vision to read print and a computer screen.
- Ability to hear and speak to communicate in person, before groups, and over the telephone.
- Manual dexterity of hands and fingers to include repetitive keyboarding, grasping, and reaching to operate a computer keyboard, mouse and/or standard office equipment.
- Occasional inspection of cables in floors and ceilings.

SELECTION GUIDELINES:

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