SYSTEMS ADMINISTRATOR

DEFINITION
Under limited supervision, serve in a leadership role on a team responsible for installation, configuration and development of network services and systems software, provide software support and undertake and/or supervise projects associated with the City’s corporate servers, desktops and related network services.

ESSENTIAL FUNCTIONS
This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Install, upgrade, configure and support enterprise-wide systems and network software (e.g. file servers, print servers, web servers, proxy servers, search engines, LDAP directory services);
- Evaluate, configure, develop and test network and systems applications software; develop and provide ongoing support to server based functions needed for desktop support and lab support;
- Undertake system and network security monitoring and performance tuning;
- Contribute to the development of standards, procedures and documentation for systems and services;
- Assists with development and review of policies, objectives and strategies associated with network services and systems projects;
- Undertake a variety of systems analysis, design, programming, administration and integration tasks;
- Diagnose and resolve complex software problems with City's IT systems;
- Liaise with clients and IT staff in other teams and provide technical advice on a range of IT issues associated with systems and network applications software.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of current technological developments/trends in area of expertise, data management techniques, data security and disaster recovery systems and procedures, a range of network systems, protocols, and applications, cost analysis and budgeting procedures, and of computer site licensure regulations and requirements;
- Ability to create, plan, program and manage complex statistical computer databases, develop and present educational programs and/or workshops, communicate technical information to non-technical customers, identify computer problems and coordinate hardware and/or software solutions, and to plan, implements, test, and troubleshoot system software;
- Possess an understanding of LAN administration in a secure environment, systems security protocol, policies, and procedures, a broad range of relevant multi-user computer systems, applications, and/or equipment and of systems growth analysis and capacity planning processes and techniques.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 30 pounds. Incumbents in this classification may be exposed to repetitive motion, vision to monitor and electrical current.

QUALIFICATIONS
Bachelors degree from a four-year accredited college or university in Computer Science, Information Technology or closely related field, AND four (4) years experience directly related to the duties and responsibilities listed above.