



SYSTEMS ADMINISTRATOR

Salary Range: \$54,237-\$84,069

FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to administer County information systems and to plan and implement enterprise solutions for the Office of the Tax Commissioner.

Essential Functions:

Defines requirements, plans, researches, and evaluates capability of technology systems; and coordinates, configures, installs and maintains information technology systems hardware, software, backup and restore devices, databases, security solutions and peripheral devices; coordinates information and resources to insure proper and timely installation and maintenance activities; verifies availability and proper operation of products for installation; schedules installations; converts old system data to new system; tests installed products per agency standards; completes installations and conversions; and provides initial training to customers on new products as needed.

Supports network system access; defines, recommends, implements and maintains enterprise server and work station components; defines security access levels; sets up accounts for new employees and closes accounts when no longer necessary; increases account capacity when existing blocks are insufficient for work requirements; establishes port connections for new equipment to network as needed; resolves network problems per established guidelines; limits user access to specific areas according to user needs; and documents procedures and changes on all systems.

Performs network administration; configures, operates and maintains programs, databases and/or infrastructure related systems; manages and configures servers to maintain updates; backs up and monitors event logs; analyzes event logs; identifies potential problems; monitors the performance and security of programs, databases and/or infrastructure systems; checks and maintains connectivity; upgrades servers; adds/deletes computers to/from network; manages user and email accounts and passwords; monitors network settings, network software, and drivers; and maintains databases and a variety of server software.

Provides technical support and training to system users; troubleshoots problems with programs, databases and/or infrastructure related systems; resolves problems; escalates problem to vendors or other personnel as appropriate; and ensures continual operations of customers' network applications; and utilizes diagnostic tools and other resources as appropriate.

Supports development and implementation of new technology; researches and evaluates computer systems, software, and technology issues; develops technology solutions; advises departments on technology business strategies; evaluates departmental information systems and communications requests; and works with vendors to implement new, and upgrade existing, technology.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession; reviews professional publications, technical manuals, and websites to increase knowledge of network operations; and attends conferences, workshops, and training sessions as appropriate.

Minimum Qualifications:

- Bachelor's Degree in Computer Science, Information Systems, Information Technology, or related field
- At least 3 years of progressively responsible, professional level analyst and systems experience in a large-scale Information Technology environment or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- At least 4 years of experience with Windows Server 2012 or newer, Citrix and Virtual Desktop systems, and Storage.
- Professional in manner, maintain a positive attitude, well spoken, and concise
- Possess strong critical thinking skills, an analytical mind, and problem- solving aptitude
- Considered proficient in MS Office Suite
- Advanced organizational skills with the ability to handle multiple assignments
- Possess strong effective communication skills both verbally and non-verbally
- Self-starter and take initiative
- Be able to work independently and on a team