



## **SYSTEMS ADMINISTRATOR (MANAGER)**

**Salary Range: \$61,009-\$98,224**

**FLSA: Exempt**

### **Purpose of Classification:**

The purpose of this classification is to manage, direct, control, improve, and maintain day-to-day operations of the Information Technology systems, processes and infrastructure as required to support all areas of the organization while providing excellent customer service and quality.

### **Essential Functions:**

#### **Managerial Functions:**

Defines requirements, Manages, directs, and evaluates IT staff. While maintaining system operations and updates. There should be ongoing employee developments ensuring the department is meeting the objectives by prioritizing and assigning work as needed. Any safety modifications or procedures should be analyzed and presented to leadership by the IT department. There should be continuous resolutions for any technology issues that may arise and need IT expertise.

#### **System Administrator 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 problems 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.

Creates accounts for key scan/card reader application.

Reviews and exports security camera footage for various incidents/accidents.

Maintains daily logs of operations issues and maintenance activities.

Occasionally installs and moves furniture and other non-IT office equipment.

Other duties as assigned by Chief Deputy Tax Commissioner

### **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 2019 or newer, 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 365 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.