



Utilities Commission, City of New Smyrna Beach
Job Specifications

Systems Administrator

Created 12/2016

Department: Information Technology

Pay Grade: 28

Reports To: IT Manager

Status: Non-Union / Exempt

Job Summary

Working under the general supervision of the IT Manager, the Systems Administrator manages in-house computer hardware and software systems, servers, storage devices and network connections to ensure high availability and security of the UC's infrastructure and business applications. The SA participates in the development and implementation of policies and procedures to ensure system provisioning and maintenance that is consistent with the IT Department's strategies, the UC's strategic initiatives, industry best practices, and regulatory requirements. Additionally, the SA is responsible for the daily supervision and management of Help Desk staff.

Essential Duties and Responsibilities

Include the following and other duties as assigned:

Maintains the virtual and physical technology environment.

Manages Active Directory, Solar Winds, Microsoft Exchange, Domain Controller and Group Policy, and VPN Gateways.

Monitors network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.

Plans, coordinates, and implements network security measures to protect data, software, and hardware.

Ensures the security of the server infrastructure by implementing industry best practices regarding privacy, security, and regulatory compliance.

Develops and maintains documentation about current environment setup, standard operating procedures, and best practices.

Manages end-user accounts, permissions, access rights, and storage allocations in accordance with policies and best practices.

Performs tests and routine enterprise system backups and restores.

Anticipates, mitigates, identifies, troubleshoots, and corrects hardware and software issues on servers and workstations, escalates issues to contracted vendors, as necessary; handles issues escalated by the Sr. Help Desk Tech.

Evaluates and modifies system performance.

Participates in technology planning through ongoing research within the IT team.

Participates in the development and documentation of best practices as it relates to desktop and end-user computing equipment management; adheres to defined best practices with respect to desktop management and end-user computing equipment.

Responds, as part of the computer incident response team, to deal with individual or widespread outbreaks of viruses, Trojan horses, worms, and other malware.

Responds to emergencies, as required.

Responsible for the overall management of the IT Department Help Desk personnel, including conducting fair and honest performance appraisals, identifying and managing employee development needs, and establishing and maintaining a positive and productive working environment.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Leadership

Exhibits behaviors consistent with and conforming to organizational culture; fosters collaboration; understands the most effective and efficient way to accomplish tasks within the parameters of organizational hierarchy, processes, systems, and policies.

Communication

Must possess the ability to effectively exchange information with personnel, as well as Independent Contractors, Consultants, and Vendors; provides clear, concise information to others in verbal, written, electronic, and other communication formats for public and organizational consumption; listens actively and empathetically to the views of others; delivers critical information; seeks further information to clarify ambiguity; provides constructive feedback effectively; ensures effective communication throughout the organization; provides thoughtful feedback in appropriate situations; provides proactive communications; demonstrates an understanding of the audience's perspective; treats constructive feedback as a developmental opportunity; welcomes the opportunity to discuss competing points of view; helps others consider new perspectives; leads effective and efficient meetings; utilizes communication technology.

Ethical Practice

Must possess the ability to integrate core values, integrity, and accountability throughout all organizational and business practices; maintains confidentiality; acts with personal, professional, and behavioral integrity; shows consistency between espoused and enacted values; acknowledges mistakes; applies power or authority appropriately; recognizes personal bias and others' tendency toward bias, and takes measures to mitigate the influence of bias in business decisions; maintains appropriate levels of transparency in organizational practices.

Analytical

Synthesizes complex or diverse information; collects and researches data. Must be able to research, define, document, communicate, and implement best practices for server systems and business solutions.

Design

Demonstrates attention to detail.

Problem Solving

Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions. Must be able to provide expert problem resolution for all systems troubleshooting.

Judgment

Must possess good judgment, being able to selectively weigh competing priorities, using overall importance to the enterprise as the deterministic factor. Must possess the ability to determine when it is appropriate and necessary to escalate problems to the appropriate contracted vendor; ensure confidentiality with sensitive subject matter and information; and work independently and exercise good judgment at all times.

Quality Management

Demonstrates accuracy and thoroughness.

Cost Consciousness

Works within the approved budget; analyzes work to identify opportunities to streamline and reduce costs and/or schedule; and provides best total cost solution for problems.

Professionalism

Approaches others in a tactful manner; reacts well under pressure; accepts responsibility for own actions; follows through on commitments. Must be able to develop positive intra-company relationships with Directors, Managers, Supervisors, and other personnel, as well as Independent Contractors, Consultants, and Vendors, with the intent to provide excellence of service.

Knowledge, Skills, and Abilities

To perform successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below represent the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions of this position.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, customers, and employees of the UC.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

Must have in-depth knowledge of and possess the ability to use the systems and products this position supports. This includes proficient knowledge of Domain Controller, Windows Active Directory, SolarWinds, Exchange Server, Windows Operating Systems, VMWare (ESXi), DHCP, DNS, Basic fiber knowledge, and LAN and

SAN Management. Preferably, should have proficient knowledge in Cisco, Barracuda Appliances, Shadowcopy Backups, and Mail Archives.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

Education and Experience

This position requires the following education and experience:

Bachelor's Degree in Information Technology or Computer Science or Information Systems **required**. A minimum of five years of progressive experience in a related field **required**. Local government experience preferred.

Certifications, Licenses, Registrations

This position requires the following certifications, licenses, registrations:

CompTia Security +, MCSA, CCNA, and/or CCNP certifications are *preferred*.

Other Qualifications

Florida Drivers' License Class E **required**. Ability to work flexible hours, as required, and be on-call as assigned. Position is subject to periodic driver's record screenings.