

Elmore County

Class Specification

Systems Administrator

Pay Grade: 13 (\$53,851 annual salary)

FLSA Designation: Exempt

Effective Date: 3/2018

General Statement of Duties

Responsible for the County's information technology and computer systems. Position is responsible for peripheral equipment, networks, and providing support for users' software and hardware needs. Ensures continuity of computer services for users throughout the County through planning, technical leadership and project coordination.

Classification Summary

This position administers and supports technology systems and applications; installs, configures, upgrades, monitors, debugs and maintains windows servers, personal computers and peripherals, mobile data and wireless equipment, other technology and information-based systems specifically related to public safety functions; aids and instructs system users; identify and resolve networking issues; researches suggests and implements technology system improvements and or replacements.

Examples of Work

Essential Duties and Responsibilities (Illustrative Only)

- Install and configure computer hardware, software, systems, networks, printers and scanners, and other related items.
- Respond in a timely manner to service issues and requests
- Provide technical support to all departments of the County
- Set up accounts and work stations for new users
- Repair and/or replace equipment as necessary
- Upgrade systems when required; research, identify and test technological advancements
- Ensure security of data, network access and backup systems
- Develop network troubleshooting methods that reduce downtime and lower repair costs
- Work closely with departmental managers to determine the maintenance and growth needs of the network
- Responsible for creating and administering disaster plans that will keep the County functional in the event of a crisis
- Determine the rationale and methods for upgrading company network software programs each time an update is released
- Manage annual budget and ensure cost effectiveness

Required Knowledge, Skills and Abilities

Knowledge of:

- System security and data backup/recovery
- Various operating systems and platforms to include Windows, Internet, Electronic Mail Systems, and camera and phone systems (VOIP)
- Technical management, information analysis and computer hardware/software systems
- Network architecture (e.g., TCP/IP, DHCP, addressing, routing, switching, VLAN, VPN)
- Client/server technology including: Active Directory, DNS, configuration, installation, maintenance, and upgrade
- Geographic Information Systems (GIS)
- Diagnosing and solving hardware/software issues
- Managing budgetary constraints and establishing/evaluating future needs

Skills:

- Managing databases and networks (LAN, WAN)
- Demonstrating excellent problem-solving techniques
- Monitoring performance and maintaining systems within requirements and guidelines
- Monitoring system security through access controls, backups and firewalls

Ability to:

- Manage network servers and technology tools
- Plan, organize, control and evaluate IT and electronic data operations
- Develop, implement and coordinate systems, policies and procedures
- Align with user needs and system functionality
- Maintain confidentiality of information and data
- Audit systems and troubleshoot issues and outages
- Prioritize daily, weekly, and monthly tasks
- Communicate effectively orally and in writing

Acceptable Experience and Training

- 2-year minimum in managing information technology and computer systems
- AND**
- BS/BA in Information Technology, Computer Science or a related discipline
- OR**
- Any equivalent combination of experience and training which provides the knowledge, skills, and abilities necessary to perform work.

Special Qualifications

Required:

- Microsoft Certified Technology Specialist, or higher (MCTS and/or MCITP)
- Cisco Certified Network Associate (CCNA)
- CompTIA A+
- Network+
- System Security Certified Practitioner (SSCP)
- Valid Idaho Driver's License
- Must successfully pass a law enforcement background check and drug test

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision, with or without reasonable accommodation, which permits the employee to evaluate and perform system needs;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate computer equipment, to include minor tools utilized;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting and work with computer and network equipment.