



## JOB DESCRIPTION

### **SYSTEM ADMINISTRATOR**

**CLASS NO. 1502**

**EOC CATEGORY: Technician**

**PAY GROUP: 111**

**FLSA: Non-Exempt**

### **SUMMARY OF POSITION**

Assists all county departments in the use of a wide range of information technology and communication resources through one-on-one local or remote support, development of processes and procedures, and written instructions (includes resources used by General Government and Public Safety departments). This individual applies their understanding of computer software and hardware, and infrastructure to diagnose problems, determine an appropriate course of action, provide complete follow-through to successful resolution, or escalate as appropriate. The position requires the ability to manage multiple priorities, including service calls, daily tasks, and projects, while working closely with the Help Desk Specialist and the IT Manager. The System Administrator provides technical expertise and problem resolution for business-critical issues, system enhancements, application upgrades, and server and infrastructure workstation maintenance required to facilitate business needs and requirements. This position also assists the IT Manager with all infrastructure and cybersecurity needs.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Information Technology Manager
2. Directs: Non-Supervisory Position
3. Other: Has frequent contact with Help Desk Specialist, county officials and personnel, outside vendors, and the general public.

### **EXAMPLES OF WORK**

*For the purpose of compliance with the Americans with Disabilities Act (ADA), this job description does not take into account potential reasonable accommodations.*

#### **Essential Duties:**

- Supervise the day-to-day operations of infrastructure services
- Oversee support and maintenance processes for the Counties network, servers, storage, and core systems, including hardware installations, diagnosis, repairs, and upgrades
- Recommend improvements and maintenance schedules for services and systems
- Implement operational solutions as directed by the IT Manager

- Provide server and network administration support, including maintenance and operations of Windows and Linux servers.
- Monitor ticketing queues, record solutions, and escalate issues as needed.
- Enforce server/network hardware and software life cycle management policies
- Develop technical documentation
- Participate in on-call rotation and after-hours support for critical servers, networks, applications, and workstations.
- Maintain and enhance the County's cybersecurity footprint and monitoring.
- Assist Help Desk in troubleshooting and resolving issues.
- Conduct research and development, design, configuration, and installation of infrastructure areas.

Other Important Duties:

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- May travel to attend meetings, presentations, conferences, and training
- May be required to work some holidays, evenings, early mornings, and weekends.
- Regular and consistent attendance for the assigned work hours is essential
- Performs such other duties as assigned; and

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT**

*Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of the job.*

The majority of work will be indoors in an office environment;

Occasional exposure to fumes, airborne particles, toxic and/or caustic chemicals;

Some risk of electric shock;

Low noise level;

Ability to climb, balance, stoop, kneel, crouch, and/or crawl;

Must be physically able to operate a variety of office machinery and equipment, including computers and peripheral equipment;

Must be able to exert up to 35 pounds of force occasionally, and/or up to 15 pounds of force frequently, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects;

Requires the ability to maintain body equilibrium when bending, stooping, crouching, climbing, reaching, and/or stretching arms, legs, or other parts of the body to grasp, push, pull, or otherwise move objects;

Requires the ability to coordinate hands and eyes rapidly and accurately in using computer equipment and other automated office equipment;

Must have minimal levels of eye, hand, and foot coordination; and

Requires the ability to see, hear, and speak.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* Knowledge of hardware, software, and peripheral equipment maintenance, repair, setup, modification, and troubleshooting methods, practices, and procedures.

Knowledge of redundant LAN/WAN infrastructure & datacenter networking solutions.

Knowledge of hyper-converged infrastructure & managed storage systems, both NAS and SAN.

Knowledge and understanding of security threats and anti-virus systems.

Knowledge of County policies and procedures.

Knowledge of backups, restoration, and recovery models

Knowledge in configuration, design, and management of switches, routers, and firewalls.

*Skill/Ability to:* Proficient skills with LAN/WAN administration concepts and practices. Must be knowledgeable with a PC

Administration concepts and practices. MS Windows OS, MS Office environment, Active Directory.

Ability to communicate technical issues and problems with end users in a manner that is understandable to those without technical training.

Skill in implementing departmental procedures and objectives.

Skill in effectively transporting, setting up, installing, uninstalling, modifying, upgrading, and operating multiple networking systems and software programs.

Skill in resolving customer complaints and concerns.

work with tact and diplomacy in stressful environment which involves close interaction with users, department heads and elected officials where computer guidance and policies must be carefully articulated to avoid conflict; exercise honesty and integrity in the preservations of confidential and sensitive data while being aware of potential hazards that could modify or destroy the information; solve practical problems and deal with a variety of concrete variables in situation where only limited standardization exists; excellent oral and written communication skills; communicate with county staff and others in a professional, courteous, and friendly manner; translate technical terminology into terms understandable by non-technical persons; maintain focus and perform duties in a timely manner; and work with diplomacy and positive attitude.

## **ACCEPTABLE EXPERIENCE AND TRAINING**

Associate's Degree or Certifications in Management Information Systems, Computer Science, or related field, and five (5) years of LAN, WAN, or equivalent combination of education and experience.

Microsoft certifications preferred.

Experience with 24/7/365 systems operations in a production environment.

May be required to obtain applicable certifications (Microsoft, Fortinet, etc).

Must pass a pre-employment drug screen, criminal background check, and post-offer physical

Must possess a valid State of Texas Driver's License.

Must not have been convicted of crimes of moral turpitude, and must be able to pass a background check and drug test

## **CERTIFICATES AND LICENSES REQUIRED**

Appropriate Texas driver's license; and

Required to attend continuing education as required by law and/or by Information Technology Manager.