



CLASS SPECIFICATION FOR:

IT Systems Administrator I

General Statement of Duties:

Installs, configures, upgrades, maintains, servers and replaces all types of centralized hardware, systems, software and operating systems; assigned duties support the full range of servers; performs related work as required.

Distinguishing Features of Class:

An employee in this job classification works in the County's centralized IT Department and provides support for servers supported by the IT Department, centralized hardware, software and operating systems; modifies and maintains operating systems and related management software, agents or utility software; and resolves less complex operating systems software and hardware problems. Non-routine issues are referred to more senior Systems Administrators or IT Manager for assistance or to handle as needed. Work is performed under the direction of the IT Manager.

Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Installs, configures, upgrades, maintains, servers and replaces all types of centralized hardware, systems, software;
- Installs OS operating systems on servers, physical and virtual;
- Modifies and maintains operating system and related management software, agents or utility software;
- Resolves less complex, more routine, operating systems software and hardware problems;
- Installs, secures maintains, troubleshoots, administers, and manages users and Microsoft Active Directory;
- Participates in maintaining backup and recovery procedures and processes;
- Adheres to and maintain Change Management procedures for changes made to County infrastructure systems;
- Assists other System Administrators as needed;
- Resolves Help Desk tickets as assigned;
- Works closely with other departments and collaborates with other IT staff to plan and implement future IT developments;
- Updates and maintains required system documentation;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- Maintains a current working knowledge of database development, management and optimization as well as related hardware, software and peripherals used by the County;
- Attends all scheduled training and meetings;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Requires basic knowledge of server and hardware management theory and practice; requires basic working knowledge of server OS and storage connectivity; basic troubleshooting and diagnostic skills; basic working knowledge of assigned module or functionality of an enterprise system; basic working knowledge and understanding of County's operational needs and end-users' needs related to assigned centralized hardware, systems, software for servers (physical and virtual) along with storage connectivity; strong computer skills with good problem solving/troubleshooting skills and the demonstrated ability to synthesize data provided by end users, identify technical issues, identify and implement appropriate resolution to solve a variety of technical issues; excellent interpersonal and communication skills with the ability to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; ability to create and maintain accurate technical documentation; excellent interpersonal and communication skills with the ability to partner effectively and establish and maintain a good working relationship with IT staff and County staff; strong computer skills with ability to proficiently use computer and typical business software and applications as well as related peripherals and wireless devices; physical condition that permits the activities necessary in and inherent to the assigned duties such as manual dexterity; personal accountability including teamwork and establishing and maintaining positive relationships with IT staff and department staff Countywide; ability to work independently and recognize when to elevate issues for guidance or resolution; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County and IT Department with end users in various department Countywide. May occasionally require ability to work a flexible schedule or work at various locations Countywide as needed.



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Minimum Education and Experience:

Education: Graduation from high school/GED including completion of some relevant coursework at the high school level and completion of some relevant college coursework;

Experience: Two (2) years of relevant work experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to provide support at various locations Countywide.