

SYSTEMS ADMINISTRATOR

Position Purpose:

The purpose of this position is to provide support to all Town departments by working independently in performing highly technical and responsible duties in maintaining and supporting the use of Information Technology.

Supervision:

Supervision Scope: Performs varied and responsible duties requiring the exercise of considerable judgment and initiative in coordinating information technology duties within the advisory framework of the Information Systems Technology Committee. Works independently in prioritizing and performing highly technical and responsible duties on complex systems, network and telecommunications problems and employee training with only general guidance regarding department operations and policy.

Supervision Received: Works under the general direction of the Town Administrator and the technical guidance of the Information Systems Technology Committee and in accordance with established departmental policies, as well as statewide and regional protocols. The position is subject to review and evaluation according to the Town's personnel plan.

Supervision Given: May provide technical supervision to employees to train them in the use of information systems and assist them in resolving hardware and software issues as they may arise.

Job Environment:

Administrative/technical work is performed in an office environment; the noise level is moderate at times. Makes contact with department heads, employees and vendors. Has access to extensive confidential information from files in computer systems.

Errors could result in damage to hardware or software or telecommunications, delay in or loss of service, possible monetary loss, or legal consequences adverse to the town.

Hours of work may vary from time to time to accommodate system installation, upgrades, backup functions and other emergencies.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Maintains, troubleshoots, configures and enhances town-wide infrastructure for network, systems, security and users. Provides network and general technical support for town employees across all departments and locations. Designs, implements, and maintains network architecture. Leads projects to implement technology or services to help support the town's strategic IT initiatives.

- Administers a Microsoft-based computer infrastructure including Windows, Office, and Active Directory.
- Maintains and monitors local and wide area networks (LAN & WAN) including firewalls, switches, wireless infrastructure, and VPN services.

- Maintains and supports virtualized environments running VMware ESXi.
- Installs, maintains, optimizes, manages, and supports all desktops, laptops, mobile devices and network operating systems.
- Has regular contact with town personnel in answering questions, solving technical problems, implementing and supporting applications from vendors.
- Defines and maintains IT policies and procedures.
- Installs, upgrades, updates and repairs, or oversees the installation, upgrade, update or repair, of all hardware, software, peripheral equipment and network infrastructure. Maintains and repairs computer equipment on-site, or obtains and coordinates services provided by outside vendors. Documents and tracks the status of services provided. Ensures that all licensed software is kept reasonably current.
- Maintains a complete inventory of all town-owned computer hardware and software. Establishes and maintains a regular schedule for routine maintenance of equipment and software.
- Assists in purchasing computer equipment and services, including obtaining bids/quotes, assistance with the development of requests for proposals or invitations to bid, evaluation of responses, and any other procurement activities as appropriate.
- Establishes and maintains the security on all town computer systems, including software patching, security scanning, and overall security management.
- Creates network users, user environments, directories, and security.
- Carries out system operations such as backups, hot and cold starts, diagnostics and troubleshooting, loading of software patches, modifications and updates, installation of hardware and coordination of hardware and software maintenance with vendors.
- Maintains a disaster recovery plan, along with documentation, to maintain network systems operations.
- Formulates short and long term goals to meet present and future automation and communication needs of Town; responsible for the coordination and implementation of plans to meet these goals; communicates on a regular basis with the Town Administrator and the IST Committee regarding services provided and ongoing needs.
- Assists the IST Committee with the development of the five-year capital plan for information technology and annual operating budget and assists in monitoring both items once approved.
- Assists the IST Committee with the documentation, implementation, and maintenance of appropriate policies and procedures for the acquisition, transfer, and removal of equipment and for the use and maintenance of hardware and software including licensing requirements, backup procedures, computer security, data exchange, e-mail and maintenance contracts. Enhances and improves skills as required (i.e. learning new software packages, equipment operation and maintenance, etc.)
- Provides network administration (including the installation, maintenance, troubleshooting and support of IT services including, but not limited to, backup, security management,

- Assists with technology planning through ongoing research. Plans, implements, and supports the network and computing infrastructure plan. Rolls out hardware and software to ensure optimal deployment of resources. Performs technology needs analysis and communicates these to the IST Committee.
- Performs other related duties as required or assigned.

Recommended Minimum Qualifications

Education, Training and Experience:

A Bachelor's Degree in an Engineering or Computer Science-related field; Microsoft certification(s); three to five years of progressively responsible experience in computer installation, operating and application software, LAN/WAN management and monitoring, training and information management.

Knowledge, Ability and Skill:

Knowledge: Advanced knowledge of Windows management and troubleshooting.

Ability: Ability to evaluate hardware and software options and plan for their current and future use and procurement. Ability to determine needs of, and provide training to, employees on a wide variety of computer software and hardware. A passion for technical advancement and research.

Ability to establish and maintain effective communication, both written and oral, with all employees, public officials, vendors and others inside and outside Town Government. Ability to work effectively with town employees, including the assessment and resolutions of problems and setting of priorities. Ability to link ideas into workable tools and solutions.

Excellent communication, organizational, and interpersonal skills.

Strong work planning and task management skills.

Skill: Hands-on technical experience with some or all of the following:

- Microsoft Windows XP, 7, Server 2003, Server 2008
- Microsoft Office 2003 or newer
- Microsoft Active Directory, DNS, DHCP, TCP/IP
- Microsoft SQL Server
- VMware ESXi, vSphere and vCenter
- Trango and Proxim wireless
- Imaging and backups concepts and software
- Cisco switches and routers
- Kaspersky and ESET enterprise antivirus products
- Spiceworks network monitoring and inventory

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Minimal physical effort generally required for work performed in the office. Moderate to strenuous physical effort occasionally required in the performance of work at the scene of emergencies. On occasion will be required to lift/move objects, which may weigh more than 50 pounds. Physical agility required to access all areas of computer hardware. Employee is required to walk, use hands to finger, handle, or feel objects, tools, or controls. Employee must have the ability to use a keyboard at an efficient speed. Vision and hearing at or correctable to normal ranges.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)