

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

System Administrator

Department: Administration

Pay Grade: 514

FLSA Status: Exempt

Job Code: A140

JOB SUMMARY

The purpose of this classification is to coordinate activities involving installation, maintenance, and technical support of network systems, server systems, and communications equipment.

ESSENTIAL JOB FUNCTIONS

- Coordinates projects involving installation, maintenance, and troubleshooting of City networks, server systems and communications equipment; plans and schedules major projects such as system installations, conversions, moves, or upgrades; schedules equipment repair/maintenance work.
- Manages the City's data backup, retention, and storage systems; designs and maintains an Active Directory infrastructure; designs, installs and maintains distributed server and storage environments, to include virtual and storage-area network (SAN) infrastructures; works with City staff to design and implement projects requiring server-based solutions.
- Allocates Virtual Machine resources so that all City servers function as required so that they meet the City's processing needs.
- Creates new Virtual Machines for new applications or process when requested by the IT Director or Enterprise Applications Team.
- Troubleshoots failed backups, and works to resolve them.
- Answers inquiries concerning e-mail flow and troubleshooting, and those concerning e-mail legitimacy.
- Creates new accounts for new users in Active Directory, updating or changing accounts, and closing out those accounts, as needed.
- Installs and configures server systems, , peripherals, and software; installs/replaces various system components; upgrades existing hardware/software; create and coordinate login credentials for new users; transfers data between systems as needed; prepare proper documentation of new system configurations.

- Monitors working conditions of equipment and performs general/preventive maintenance tasks; performs cleaning and preventive maintenance of equipment as needed; coordinates power-down of equipment as needed to minimize downtime.
- Communicates with hardware/software service representatives and technical support representatives; provides information concerning operational and/or mechanical problems as appropriate.
- Provides technical support, training, information, and assistance to system users in operation of hardware and software; troubleshoots and/or resolves problems.
- Conducts various research as needed; researches new software programs and other technologies.
- Maintains current knowledge of applicable policies, and procedures; maintains an awareness of new procedures, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.
- Monitors inventory levels of equipment, supplies, tools, and other materials; ensures availability of adequate materials to conduct work activities; initiates requests for new/replacement items; obtains competitive price quotes from vendors; prepares equipment specifications; assists in coordinating bid process.
- Communicates with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems; responds to requests for service or assistance.
- Prepares or completes various forms, reports, correspondence, time cards, supply lists, or other documents.
- Receives various forms, reports, correspondence, equipment operating manuals, procedures, handbooks, reference materials, manuals, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Operates a personal computer and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a Bachelor's Degree in Computer Science, Engineering, or closely related field; three (3) years of experience in server systems and windows environments; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Possess and maintain GCIC certification.

Special Requirements:

- None

Knowledge, Skills and Abilities:

- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.
- Ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
- Ability to overhaul, restore, renovate, construct, and/or rebuild equipment, machinery, or objects, requiring adherence to prescribed standards and specifications. Requires the ability to operate and control the actions of the same equipment, machinery, and/or objects.
- Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.
- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.
- Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

PHYSICAL DEMANDS

The work is very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Performance of essential functions may require exposure to adverse environmental conditions, such as dust, electric currents, or bright/dim light.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.