

City of Newberg Position Description

Class Title: Systems Administrator	Range: 165
Department: Information Technology (IT)	FLSA Status: Non-Exempt
Division: N/A	Date: June 2016

GENERAL PURPOSE

Maintains and administers Windows based servers. Maintains and supports applications. Performs routine maintenance, repair, and upkeep of software, computers, and computer-based equipment City wide. Provides Tier 2 repair support. Completes Information Technology projects as assigned.

SUPERVISION RECEIVED

Works under the supervision of the Information Technology Director.

SUPERVISION EXERCISED

No supervision exercised.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Perform Server and application administration:

- Establishes system specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing system infrastructure.
- Establishes computer systems by planning and executing the selection, installation, configuration, and testing of PC and server hardware, software, and operating and system management systems; defining system and operational policies and procedures.
- Maintains system performance by performing system monitoring and analysis, and performance tuning; troubleshooting system hardware, software, networks and operating and system management systems; designing and running system load/stress testing; escalating application problems to vendor.
- Secures systems by developing system access, monitoring, control, and evaluation; establishing and testing disaster recovery policies and procedures; completing back-ups; maintaining documentation.
- Prepares users by designing and conducting training programs; providing references and support.
- Upgrades system by conferring with vendors and services; developing, testing, evaluating, and installing enhancements and new software.

Perform Database Administration:

- Identifies database requirements by interviewing customers; analyzing department applications, programming, and operations; evaluating existing systems and designing proposed systems.
- Recommends solutions by defining database physical structure and functional capabilities, database security, data back-up, and recovery specifications.

- Installs revised or new systems by proposing specifications and flowcharts; recommending optimum access techniques; coordinating installation requirements.
- Maintains database performance by calculating optimum values for database parameters; implementing new releases; completing maintenance requirements; evaluating computer operating systems and hardware products.

Maintain user log-ins and privileges.

Install software on all platforms.

Keep daily log.

Troubleshoot and diagnose system problems.

Maintain records of service provided.

Maintain a working, cooperative relationship with Staff.

Keep current on issues (whats new, compatibility, conflicts) relating to computers, software, hardware, and new products.

Perform others IT tasks as assigned.

The duties listed above 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.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- Knowledge and experience operating and maintaining both WAN and LAN networks and file serving systems in a multiple site environment.
- Knowledge and experience with internet web and e-mail servers.
- Knowledge in the coordination and planning, and the installation and servicing of network components.
- Working knowledge of the computer equipment and software products used at the City.
- Ability to work cooperatively with staff to provide technical support in the use of technology.
- Excellent communication and coordination skills.
- Able to use equipment listed.
- Ability to drive to other sites and meetings.
- Ability to coordinate equipment repair.
- Ability to maintain accurate records.
- Ability to read and write in English and comprehend complex technical language.
- Ability to effectively present information in one-to-one small group situations.
- Ability to perform basic mathematical calculations with a high degree of accuracy.
- Ability to apply common sense to carry out detailed written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to work collaboratively and establish and maintain effective working relationships with co-workers, other employees, vendors and the public.

MINIMUM QUALIFICATIONS

Education and Experience:

High school diploma or GED with some college work. Three years recent technology experience. Help desk, customer service experience.

SPECIAL REQUIREMENTS

Possession of, or ability to obtain by date of hire, a valid state driver's license with an acceptable of driving record.

Must successfully pass a criminal history background check and be able to pass the City's security clearance standards for unescorted access to certain City facilities.

PHYSICAL DEMANDS

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 accommodation will be made to meet the needs of qualified individuals with limitations who can perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to walk and may be continuously required to stand. The employee will frequently bend or twist at the neck and trunk while performing the duties of this job. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch or crawl. The employee continuously uses hand strength to grasp tools. The employee must be able to lift and/or move up to fifty (50) pounds. The employee may be required to sit at a desk and use a computer for long periods of time.

TOOLS AND EQUIPMENT USED

Multi-line telephone, operate a computer, and use other office equipment, such as network-connected copy machine with scanning, faxing, and printing features. Various social media applications, Internet, Intranet. Multi-line phone and other communication devices.

WORK ENVIRONMENT

Work is performed primarily indoors in mostly office settings, with a noise level that is usually quiet.

The 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.

Revision History: September, 2013; July 2014