



THURSTON 9-1-1 COMMUNICATIONS

IT Systems Administrator

Classification Specification 0511

Department: Information Technology
Pay Plan/FLSA Status: MTP/Exempt
Reports to: IT Manager
Supervises: none

GENERAL DESCRIPTION

The IT Systems Administrator is responsible for the design, development, and implementation of specific information technology projects using accepted departmental standard systems. Incumbents provide technical expertise to staff and user agencies regarding emergency information technology systems.

This job description reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

ESSENTIAL JOB FUNCTIONS

Delivers technical proficiency in two or more of the following areas:

1. Business Application Support: Programming, systems development, business analysis, database administration, business application support, systems integration, and emergency services applications.
2. Desktop Support: Personal Computer support, service desk environment, network support, software support and training.
3. Network Support: Local and wide area networks, infrastructure support, server management, security, telecommunications support.
4. Geographic Information Systems (GIS) Support: Coordination and support of land-based mapping applications.
5. Information Technology Project Management: Manage mid-sized technology projects. May coordinate the activities of the project team members.

Provide support to users on the use of agency software applications and desktop applications including answering questions and resolving problems and researching answers and solutions as needed. Serves as the administrator for agency information systems and provides technical support to staff.

Performs systems analysis and provides technical development direction and training as required. Regularly provide advice and recommend actions involving complex technology issues. May resolve problems within established practices.

Performs daily system monitoring, including verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as system backups.

Facilitate and participate in the implementation of information technology or telecommunication projects including but not limited to developing project timelines, coordinating deadlines, setting up codes and standards, setting up training schedules and ensuring project's success. Prepare time and budget reports for assigned projects.

Coordinates installation of hardware, software, and data communication updates, changes and enhancements. Install and implement newly purchased software. Convert data from existing systems to new systems. Provide on-going system maintenance. Participate in data base and operating system upgrades. Test installed versions to ensure system is running properly.

Maintain and provide enhancements to existing systems. Evaluate maintenance or problem areas and determine appropriate action. Provide emergency maintenance on broken programs or systems.

Database administration/management for database systems including: maintenance, tuning, backups, upgrades, etc.

Facilitate installation of third party systems. Install and set-up new systems. Convert data to new system.

Evaluate new projects, languages, and tools and develop recommendations. Provide assistance with evaluating and making recommendations on current agency processes and policies that relate to software applications.

Continually evaluate applications for effectiveness and efficiency. Remain current on latest updates that affect \ agency applications. Test and coordinate the implementation of updates with various users.

Participates in planning department training and employee development, and maintains appropriate certifications.

Coordinates and maintains telecommunication systems, which has multiple locations and telephone systems. Provides day to day coordination of all telecommunication moves and changes, voice mail administration, coordinates with vendors for service and data/phone circuits. Repairs, locates, isolates and repairs malfunction in telecommunications equipment including circuits. Performs a cost/benefit analysis of proposed telecommunications upgrades and/or hardware changes and recommends appropriate action to assure cost effective and efficient services. Installs, tests, and implements new releases of telecommunications system software.

Maintains inventory and service records. Monitors system performance to define recurring problems and provide potential enhancements. Evaluates traffic reports to optimize trunk usage and maintains system records such as trunking, numbering systems, cable distribution and hardware; designs and updates network schematics.

Coordinates the services of subcontractors or control technicians for special project assignments. Maintains and upgrades the telecommunication systems and associated components. Designs or assists in the design of new or modified telecommunications systems. Provides training to employees on telephone and voicemail systems.

Performs other duties as assigned.

DISTINGUISHING FEATURES

The IT Systems Administrator is distinguished by independently working as a technical expert, providing complex consulting services. Provides leadership to mid-sized project designs and troubleshooting problems. Work is performed with latitude for independent judgment and action and results are reviewed for accuracy, achievement of goals, effectiveness in meeting objectives and the economics of computer utilization.

WORKING CONDITIONS

Work is performed primarily in an office environment to include customer sites throughout Thurston County. Employee regularly sits for long periods of time at a computer screen, attending meetings, etc. Physical exertion is required for lifting usually not exceeding 50 lbs. Installation of various computer parts may also require bending, kneeling, stooping, reaching, and crawling.

This position is required to be a part of an on-call rotation, and may be required to work an irregular and changing schedule, including working extended hours to correct technical issues, attending early morning or evening meetings, working weekends and holidays, and/or be available by phone to answer questions or be called in.

QUALIFICATIONS

Associate's degree in computer science, management information, business administration, or related field and three years of progressive responsibility. Bachelor's degree is preferred. Additional experience, which demonstrates progressively increasing responsibilities, may substitute for education on a year for year basis.

Experience must include a demonstrated knowledge in one or more of the following to successfully perform the essential job functions of the position:

- Thorough knowledge of hardware including personal computers, network servers, communication devices, printers, plotters, etc.
- Thorough knowledge of software including network and desktop operating systems, office automation, programming languages, database products.
- Thorough knowledge of system and network security.
- Thorough knowledge of PBX telecommunication systems.

Must have a valid Washington State Driver's License or have requested and obtained an appropriate accommodation.

Employment is contingent upon passing a security background investigation.

DESIRED SKILLS

Professional IT certification is preferred.

Ability to communicate effectively both orally and in writing with all levels within the organization, and to establish and maintain effective working relationships.

Ability to maximize the utilization of computer resources.

Ability to establish and maintain effective working relationships with a variety of individuals and groups including customers in high stress situations.

Ability to participate as a member of a self-directed work team and utilize the resources of other team members.

Ability to manage mid-sized, complex information technology projects, and prioritize work, meet deadlines, and manage many projects simultaneously.

Approved 10/26/2011