



DATE	February 2020
JOB CODE	SYSTMADM
FLSA	EXEMPT
EEO	

JOB TITLE: Systems Administrator
 DEPARTMENT/DIVISION: Information Services
 REPORTS TO: Infrastructure Manager

SUMMARY: Responsible for managing the citywide network application, database, and storage servers in order to enhance and maintain the server and network infrastructure. This position will also be responsible for developing and managing the City client-server network for maximum availability and performance.

ESSENTIAL JOB FUNCTIONS:

- Assign and monitor administrator resources to monitor systems for security, access and performance.
- Maintain of the city’s physical and virtual server and storage infrastructure, which includes implementation, optimization, reporting and problem resolution.
- Provide systems engineering and support for enterprise networking tools.
- Install, migrate, maintenance and operational support for systems hardware and applications, including VMWare.
- Maintain and administer Active Directory, including group policies.
- Implement, and modify problem resolution procedures.
- Monitor problem resolution and ensure satisfactory and timely completion.
- Manage documentation of systems, standards, policies, and procedures.
- Maintain solutions with network hardware, servers, storage and software to satisfy the needs-analysis and requirements definitions.
- Maintain compliance with external regulatory controls, such as the Texas Department of Information Resources.
- Participates in a variety of special projects in support of departmental operations, which may include performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability and maximize organizational efficiency, effectiveness, and performance; recommending cost- conscious decisions and actions; and/or, performing other related activities.
- Performs other duties as assigned, which may involve irregular work hours, including evenings and weekends.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the latest Microsoft Windows Server, Exchange Messaging and Active Directory environments
- Knowledge of the latest applicable Linux server environment
- Knowledge of current network technologies, standards, protocols and hardware
- Knowledge of Storage Area Networks, server virtualization technologies, and application virtualization

- Knowledge of Terminal Server, SQL Server, Internet Information Server (IIS), Microsoft ISA Server, SharePoint scripting and application packaging/distribution
- Knowledge of disaster and business recovery practices
- Knowledge of government operations and processes
- Skilled in designing secure networks, systems, and applications architecture
- Skilled in configuring and supporting Active Directory
- Skilled in configuring and supporting VMWare ESX environments
- Skilled in analyzing security processes
- Skilled in tracking service call and installations
- Skilled in identifying and solving problems
- Skilled in documenting service outages and resolutions
- Skilled in working independently or part of a team in delivering excellent customer service
- Skilled in reading and interpreting technical documents
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines
- Skilled in reading, interpreting, applying, authoring and explaining rules, regulations, policies, and procedures
- Skilled in preparing clear and concise reports
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals
- Ability to communicate with users to define system requirements and resolve problems
- Ability to analyze technical problems and develop workable solutions

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Information Systems, Computer Science, or related area of study
- 1 year of experience in configuring, administering, maintaining and upgrading Windows Server operating systems through the most recent version
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

PREFERENCES:

- 1-3 years' experience in designing, administering, maintaining and upgrading Windows Server operating systems and Exchange messaging environments
- 1-3 years' experience performing general administration and troubleshooting of enterprise data storage systems
- 1 year of experience in supporting and designing Active Directory
- 1 year of experience in configuring and supporting VMWare ESX environments
- 1 year of experience in supporting Red Hat Linux
- Hold one or more of the following certifications (or substantially similar);
 - Microsoft Certified Solutions Associate (MCSA)
 - Microsoft Certified System Engineer (MCSE) for Windows Server

- VMWare Certified Professional (VCP)

WORKING CONDITIONS:

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching
- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.