

JOB DESCRIPTION

City of Kerrville, Texas

Position Title:

Effective Date: June 2022

SYSTEMS ADMINISTRATOR

HR Control #: 107-B01 and 107-B02

Department	Information Technology	Pay Grade	34
Division	Information Technology	FLSA Classification	Exempt
Immediate Supervisor	Director of Information Technology	Employment Status	Regular Full-Time

Job Summary:

The Systems Administrator will be responsible for the configuration, implementation, and maintenance of various technologies managed by the Information Technology Department. This person will focus on the administration of the City's physical and virtual network infrastructure to include desktop PC's, servers, network equipment, VOIP, FOIP, virtual hosts, storage area networks, and software applications. The Systems Administrator will assess and identify appropriate solutions to be integrated into the City's various systems and make recommendations for implementation.

Disclaimer

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.

Principal Duties and Responsibilities:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

1. Assist in the planning, design, documentation, and implementation of various systems to include endpoint clients, servers, telephone system, network equipment, and software applications.
2. Oversees overall data interface daily job operations and infrastructure systems.
3. Performs routine maintenance tasks for infrastructure systems such as backups, patch management and hot fixes.
4. Plans and schedules hardware and software repair and installations, and preforms structural changes when necessary.
5. Ensures that system infrastructure is maintained accordingly to lifecycle management standards and policies.
6. Protects City data by identifying and solving potential and actual security problems.
7. Implements security improvements by assessing current cybersecurity landscape; evaluating cybersecurity trends and anticipating requirements.
8. Assist in maintaining Cybersecurity requirements per legislation.
9. Assist in the organization and inventory of all hardware and software resources.
10. Participates and may lead projects to implement or enhance IT services.
11. Maintain excellent communication with the IT Director on all tasks and projects.
12. Create and maintain good technical documentation.
13. Provide emergency on-call support by troubleshooting, diagnosing, and correcting hardware, software and network problems for 24x7 departments such as public safety.
14. Performs other duties as may be assigned.

Required Knowledge, Skills and Abilities:

- Experience with Windows Server platforms with an emphasis on Active Directory.
- Experience setting up and managing database systems such as SQL Server.
- Experience in managing, monitoring and troubleshooting medium to large desktop/server and application virtualization environments using VMWare ESX, Microsoft VMView, ThinApp, SANs and associated supporting technologies.
- Background supporting VOIP telephone systems preferred.
- Strong background in Exchange on prem and Microsoft 365 environment
- Solid knowledge of LAN/WAN configurations to include experience with Cisco routers & switches, Internet firewalls, and wireless technology.
- Windows scripting and powershell scripting skills.
- Advanced hardware & software troubleshooting skills.
- Maintain quality customer service skills, a strong work ethic, and is a team player with the ability to work well independently.
- Must possess excellent organizational and communication skills, and can demonstrate problem solving skills.
- Should be considered an out of the box thinker and displays a willingness to learn.
- Must be willing and able to multi-task and determine priorities independently.
- Promote a positive work environment by maintaining respectful interactions with city staff, contractors, vendors, and the public.
- Ability to maintain regular and predictable attendance.

Machines, Tools, Equipment and Work Aids:

- Operation of computer and related software, toolkit, hand tools, and computer testing equipment.

Education, Certification and Experience Required:

- Possession of a Bachelor's Degree in MIS, Computer Science, or a related field from an accredited college or university is preferred. Three years demonstrated experience in systems administration work that includes installing, configuring and maintaining a Microsoft Server environment. A combination of education and experience may be substituted for a formal degree.
- Network + or equivalent required.
- MCSA (Microsoft Certified Solutions Associate or CCNA (Cisco Certified Network Associate).
- Possession of a valid Texas Class C Driver's License.

Physical and Environmental Conditions:

Duties are generally performed in an office setting. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl. Must occasionally lift and/or move up to 50 pounds or with assistance up to 200 pounds. Travel within the community from one city facility to another occurs as necessary.

Signature/Approval:

I hereby acknowledge review and understanding of this job description and can perform the duties of this position:

with a reasonable accommodation

without a reasonable accommodation

Printed Name of Employee

Signature of Employee

Date

Director of Information Technology

Signature of Supervisor

Date