JOB DESCRIPTION: **SYSTEM ADMINISTRATOR**

DATE:  **06/09/2021**

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| **EXEMPT (Y/N):** | No | **JOB CODE:** | CSC |
| **DEPARTMENT:** | Information Technology | **CLASSIFICATION:** | 063CS1 |
| **SUPERVISOR:** | Director, Information Technology | **SALARY RANGE:** | E04 |
| **UNION (Y/N):** | No | **LOCAL:** | N/A |

**GENERAL STATEMENT OF DUTIES:**  Provide personal computer and network administration support for County computer users in order to assist them in utilizing PC capabilities and LAN/WAN services through installation, customization, maintenance and repair of the hardware and software as well as providing technical support.  Develop and maintain County website and Internet connections.  This position performs all the duties of the Computer Technician but has administrative oversight responsibility and an expectation of a higher level of Novell knowledge and ability.  Do related work as required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Oversee the administrative functions of the Department, including office coordination, basic supervision of temporary personnel, coordination and supervision of contractors, purchasing, budget, and policy and procedure development and implementation.  Manage the County's software licensing.  Provide project management as necessary.  Coordinate and work closely with the Director in performing these functions.

Evaluate County hardware and software and make recommendations as to potential upgrades and/or addition of equipment and software to increase overall network efficiency.

Provide support to County employees for computer-related trouble calls.  Troubleshoot both hardware and software problems.  Troubleshoot network connectivity problems, both internally and to external connections.  Coordinate support for outside computer systems, e.g., Law Enforcement Data System and the State network.

Upgrade both PC and network server hardware and software to maintain compatibility with currently available software, increase capabilities and extend the useful life of the County computer systems.

Test and install hardware and software on established networks.  Ensure that new software is compatible with the network operating system as well as the desktop operating systems.

Provide support and troubleshooting for the application software.

Document application software, user instructions and hardware and software installation procedures.  Monitor licensing issues and keep appropriate records.  Assist to develop the budget for the network system.

Work with County departments to determine technology needs.

Train employees on use of hardware and software to ensure a satisfactory level of computer proficiency.

Remain abreast of changes in user and system software and hardware requirements.

Consult with software and hardware vendors as needed to resolve problems.

Maintain a backup of all files, security, and rights.  Monitor virus checking software on network and individual PCS.

Assist Director in the development and implementation of appropriate policies concerning the County's computers and computer systems.

Maintain files and records related to the County's computers and computer network.  Develop and prepare reports as appropriate.

Follow all safety rules and procedures established for work areas.  Comply with all County policies and procedures.

**SUPERVISORY RESPONSIBILITIES:** Limited supervision of temporary technical workers.  Provide office coordination for Department employees to the extent of coordinating schedules and relaying any performance problems to the Director.

**SUPERVISION RECEIVED:**  Work independently without direct supervision under the general direction of the Information Technology Manager who provides policy, procedure and administrative direction and reviews performance.

**QUALIFICATIONS**: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Equivalent to an Associate's degree in computer science or related field.  Five years of work current experience involving personal computers at least three years of which must have been at the network level.  Preference will be given for prior experience working with Novell or Microsoft networks.  Any satisfactory combination of experience and training which demonstrates the ability to perform the above duties may be acceptable.  Current experience is defined as presently working with primary duties in the computer field or having worked in the computer field within the prior six months.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Must possess, or have the ability to obtain within one year of hire, certification as a Certified Novell Administrator (CNA) or certification as a Microsoft Certified Professional (MCP) for Windows NT/2000. Preference will be given for further certification as either a Microsoft Certified Software Engineer (MCSE) or a Certified Novell Engineer (CNE).  Must possess valid driver's license and be insurable under the County's liability insurance policy.

**KNOWLEDGE, SKILL AND ABILITY:**  Considerable knowledge of computer operating principles, capabilities, and general uses.  Considerable knowledge of computer hardware, software, data and peripheral equipment in use at the County.

Ability to act in such a manner as to maintain the confidentiality of the data, records and issues which may be encountered.  Ability to solve computer hardware/software problems; to guide and encourage computer system users and translate technical instructions into understandable language.  Ability to effectively plan, organize and prioritize work schedule and duties.  Ability to maintain effective working

relationships with fellow employees, supervisors, other agencies, County officials and the general public.

**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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires lifting and moving 30-60 pounds (computer hardware, printers, peripherals, papers) on a regular basis.  Installing, modifying and checking computer equipment requires stooping, bending, crawling and reaching.  Requires driving to other County facilities on a regular basis.

**WORK ENVIRONMENT**:  The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office environment.  Can require response after hours or on weekends and overtime when necessary.