

BANNOCK COUNTY **CLASS SPECIFICATION**

SYSTEMS ADMINISTRATOR

Department: Computer Services
FLSA Designation: Non - Exempt

Pay Grade: 12
Effective Date: 2/05, 2/08, 8/09

Purpose of Class

Performs a variety of technical duties relating to the installation, maintenance, and support of advanced systems, servers, databases, networks, computers, and applications. Performs related work as required.

Primary Function

The principal function of an employee in this class is to provide advanced systems support for server and computer hardware and software applications, including installing, maintaining, and upgrading hardware and software; training end-users; analyzing and diagnosing problems and developing effective solutions relating to server and user level operating systems, applications software; assisting in the operation and support of network and telephone systems; as well as conducting special projects. The work is performed under the direct supervision of the Chief Technical Officer. The principal duties of the position are performed in a general office environment and remote installation and maintenance locations.

Essential Duties and Responsibilities (will vary by assignment)

- Administration of County Servers (Exchange, Email, Imaging, SQL, Backup, Snap, HP 3000, SharePoint, various File Servers, etc);
- Supports, maintains, and upgrades servers and individual PCs;
- Communicates effectively verbally and in writing;
- Consults with various departments regarding customized technical needs;
- Provides quality and timely systems administration and end-user support;
- Researches and performs strategies for extracting/converting County data into user friendly reports and displays, including organized printouts and online web pages;
- Database Administration of Imaging Server, assists with database administration of other servers;
- Administration of the county records management imaging system and database, including all servers, computers, scanners, and database hardware and software;
- Sets up and maintains user e-mail systems;
- Assists CTO and Network Manager in defining and implementing strategies for an Active Directory Unified PC System;
- Creates and maintains user profiles on individual PCs, including email, various software, settings, file transfer and conversion, and other needful customization;
- Researches and performs conversion strategies for dated software and hardware;

- Creates and maintains file and calendar sharing servers for various departments;
- Performs system backups for various servers and computers;
- Troubleshoots and repairs hardware and software problems;
- Installs and supports all systems and software for users, including personal computers, servers, printers, scanners, and related equipment;
- Performs file security and anti-virus systems operation and maintenance;
- Assists with the troubleshooting and repair of the computer network and telephone systems;
- Monitors and maintains equipment and supply inventories;
- Provides quality technical training and support to County employees;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

Other Duties and Responsibilities

- Assists Network Manager position regularly, including troubleshooting and repairing network and telephone issues;
- Assists Programmer/Systems Analyst positions, as needed, including occasional computer programming in Visual Basic and other languages;
- Provides technical support for the Elections Department throughout the entire elections process, including all hardware and software applications;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Customer service skills and techniques;
- Best practices and principles for information systems and networking operations;
- Current Operating Systems;
- Current Office Suites;
- File Server structure and security techniques;
- Network Domain Management. Computer network setup and security;
- Microsoft Exchange Server. Email, Active Directory, File and Calendar Sharing, etc;
- Records Management Systems. (Imaging) Hardware, Software, Scanners, etc;
- Database Management Systems. Microsoft SQL Server, Access, etc;
- Elections Management Systems. Hardware and Software, ES&S, ERM, etc;
- Email Management Systems. Exchange, Outlook, Netscape, etc;
- Server and personal computer installation, operation, and maintenance. Including hardware and software;
- Computer Programming. Understanding of programming language structure;
- Printer installation, operation, and maintenance;
- PC hardware, software, and specialized applications, including advanced user setup;
- Diagnostic methods for computer hardware and software.

Ability to:

- Operate and maintain all county systems and servers;
- Analyze operating problems of server and computer hardware and software and develop effective solutions;
- Maintain a professional demeanor during stressful situations;
- Compile reports from a wide variety of sources and transmit data;
- Understand and follow oral and/or written policies, procedures, and instructions;
- Comprehend technical and user manuals, diagrams, and instructions;
- Operate hand and power tools;
- Operate a motor vehicle;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform multiple tasks, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform time management and scheduling functions, meet deadlines, and set project priorities.

Acceptable Experience and Training

- Bachelors degree in Computer Information Systems or related field, and advanced training in computer technology with at least three (3) years of computer experience in server and user level hardware and software maintenance is required, or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Preferred Experience

- One (1) year experience with HP 3000 systems;
- One (1) year experience with Microsoft Exchange (Active Directory);
- One (1) year experience in networking and telephone systems;

Special Qualifications

- Idaho drivers license is required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and by telephone;
- Sufficient visual acuity, including color perception, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, read and comprehend technical manuals and diagrams, prepare written technical reports, troubleshoot, and perform repairs on computers;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate, install, and make adjustments to computers, tools and equipment;
- Sufficient personal mobility, flexibility, agility, and strength to work in an office environment and perform duties that may require bending, stooping, kneeling, crouching, reaching, and working in confined spaces, and to lift up to 50 pounds.