



<b>CLASSIFICATION TITLE:</b> IT Systems Administrator	<b>JOB NUMBER:</b> 7166	<b>AFFILIATION:</b> Unaffiliated (Non-Union)
<b>REPORTS TO:</b> IT Operations and Services Supervisor	<b>PAY GRADE:</b> 22	<b>FLSA STATUS:</b> EXEMPT

## GENERAL SUMMARY

Under the direction of the IT Operations and Services Supervisor, administers and tunes in-house computer software systems and network connections to ensure high levels of availability and security of the supported business applications; participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance is consistent with the City's goals, industry best practices, and regulatory requirements.

## CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

## ESSENTIAL JOB FUNCTIONS

*To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.*

- Participates in and supports capacity planning and the development of long-term strategic goals for systems and software.
- Coordinates with the IT Applications and other IT sub-teams to implement desktop and server systems that utilize industry best practices to meet City objectives.
- Deploys workstations, servers, printers, scanners, firewalls, encryption systems, backup systems, virtual environment and all host security systems.
- Manages all operating systems and support end-user software.
- Manages data communications (e.g., e-mail, IM) and connection solutions, including workstation connectivity, local area networks, city hosted external sites, intranet and internet applications.
- Ensures the integrity and security of enterprise data on host computers, multiple databases, and during data transfer in accordance with business needs and industry best-practices regarding privacy, security and regulatory compliance.

- Manages end user accounts, permissions, access rights and storage allocations in accordance with best practices regarding privacy, security and regulatory compliance.
- Performs and tests routine system backups and restores using Veeam Backup & Replication, ensuring data integrity and disaster recovery readiness.
- Manages servers, including database, web, e-mail, printer, and backup servers and their associated operating systems and software.
- Anticipates, mitigates, identifies, troubleshoots and resolves hardware and software problems on servers, endpoint devices, and input/output peripherals. Escalates incidents as necessary.
- Analyzes performance of virtual environments, backup systems, and physical infrastructure to ensure optimal resource utilization and uptime.
- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Analyzes systems, servers, applications, networks and input/output device performance.
- Analyzes performance of virtual environments, backup systems, and physical infrastructure to ensure optimal resource utilization and uptime.
- Recommends, schedules and performs software and hardware improvements, upgrades, patches, reconfigurations and/or purchases.
- Conducts research on emerging products, services, protocols and standards in support of application procurement development efforts.
- Recommends and implements virtualization and backup improvements, including upgrades, patches, and configuration changes aligned with best practices
- Participates in negotiations with vendors and contractors to secure software products and services.
- Develops, documents and maintains policies, procedures and associated training plans for system administration, backup routines, virtualization practices and patching and upgrade schedules.
- Provides continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Operates and supports a variety of modern office equipment including, but not limited to, printers, copiers, multi-function devices, multi-line phone systems, scanners and fax machines, or other specialized equipment, and endpoint devices operating in a Microsoft 365-managed Windows environment, using standard or customized software application programs appropriate to assigned activities.
- Performs other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

*The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.*

Knowledge of:

- Network infrastructure, endpoint devices and operating systems across physical, virtual and cloud platforms.
- Current systems software, protocols, and security standards, including firewalls, Entra ID and Active Directory components.
- Administration and support of local and cloud-connected networks, including LAN, VPN, and Microsoft 365-integrated connectivity solutions..
- Data management.
- Principles and practices of budget development and administration.
- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.
- Applicable data privacy practices and laws.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Public speaking techniques.
- Interpersonal skills using tact, patience and courtesy.
- Technical aspects of field of specialty.

#### Skills and Abilities to:

- Troubleshoot software and hardware.
- Document and maintain configuration and process information.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

#### **SPECIAL REQUIREMENTS**

- Valid driver's license upon hire date.
- Microsoft Certified: Windows Server Hybrid Administrator within two years of hire.

#### **EDUCATION AND EXPERIENCE**

- Bachelor's degree in information systems/technology or related field;
- Four (4) years of direct work experience to include hands-on software and hardware troubleshooting experience;

- Advanced proficiency in the use of Microsoft365 applications,.
- Or an equivalent combination of education and experience that would provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job.

## COMPETENCIES

### Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

## PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

*The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### Environment:

- The work is generally performed within an office environment, which may include an open cubicle office setting.
- Will require occasional trips to other city offices and other agency offices for business purposes, and in inclement weather.

- Lighting and temperatures are typically adequate, and there are is little to no hazardous or unpleasant conditions caused by noise, dust, etc.
- The noise level in the work environment is usually quiet to moderate.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.
- Some travel may be required.
- On-call availability for after standard business hours.
- Ability to participate in training sessions, presentations, and meetings.







#### Physical Demands:

- Generally sedentary in nature, but may require standing and walking, and the ability to intermittently kneel down, stoop, bend at the waist, twist at the waist and reach, or sit for long periods of time.
- Ability to operate a motor vehicle and to visit various City and meeting sites.
- Must be able to read, write, and communicate clearly.
- Ability to lift up to 20 lbs on occasion (boxes, paper, office supplies, etc.),
- Ability to operate standard office equipment (copier, fax, printers, multi-line phone systems).
- Must have good vision to read print and a computer screen.
- Ability to hear and speak to communicate in person, before groups, and over the telephone.
- Manual dexterity of hands and fingers to include repetitive keyboarding, grasping, and reaching to operate a computer keyboard, mouse and/or standard office equipment.
- Occasional inspection of cables in floors and ceilings.

**Authorization (for Archive)**

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.*

	
_____ Human Resources Director	_____ Date
	
_____ Department Head	_____ Date
	
_____ City Manager or Authorized Designee	_____ Date