

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

Job Title	<u>Computer System Administrator</u>
Sch.& Grade	<u>PAT-9</u>
Class Code	<u>CI09</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Computer Technical</u>

**PRIMARY PURPOSE:**

Maintains specialized host-based computer system(s) as assigned. Responsible for maintaining and upgrading computer hardware/software to ensure optimum host-client performance and security characteristics. Coordinates with internal/external contacts and may be assigned inter-agency coordination responsibilities.

**SUPERVISION:**

Under general supervision.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Performs daily administration and routine maintenance of host-based computer system(s). May include system hardware, system software, application software, communication interfaces, printers, drives, peripherals, etc.
2. Maintains system configuration, user accounts, print queues, file access permissions, and background processes for proper reliable system operation.
3. Troubleshoots system problems to isolate and correct defective components. Coordinates with internal and external support personnel. Tests new installations for defects or improvements.
4. Ensures regular successful backups of primary system data devices are made such that data can be restored from the duplicate copies if data on the primary devices is somehow corrupted or lost.
5. Monitors and tests system performance and security to detect and correct anomalies. Audits system and data backup media to verify integrity.
6. Operates all system computer components, and trains or assists individuals in utilizing the system or its components.
7. Communicates with users, vendors, and dealers on a regular basis including gathering details, assessing options, etc.
8. Analyzes hardware/software needs, recommends system improvements, assists with procurement activities.
9. Upgrades and installs software and /or hardware as directed; or as necessary to keep system and client stations current. Maintains anti-virus solutions as appropriate. Develops minor software programs or scripts to support system and users.
10. Communicates and cooperates with the City Information Systems Administrator regarding activities, plans, and concerns.
11. Assists in development of system policies and procedures.
12. Reads and interprets technical manuals and computer periodicals.
13. Maintains system of records to document system maintenance, support requirements, system failures, and operation manuals.
14. Produces management summary reports as appropriate or assigned.
15. Utilizes hand tools, hardware testers, etc. necessary for installation and minor repair.

**IMPORTANT FUNCTIONS:**

1. Performs minor office administration tasks such as copying, filing, faxing, etc.
2. Drives to various city locations as assigned.
3. May require responding to emergency call-in situations.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

**Knowledge**

Comprehensive knowledge of specific host Operating Systems and general knowledge of Host, Client, and peripheral computer hardware equipment and interoperability (e.g. AS/400, UNIX, UNISYS, etc)  
Understanding of modern computer connectivity and security issues. Basic understanding of database systems.  
Strong working knowledge of Personal Computer systems and functions such as printing. Basic understanding of software applications such as spreadsheets, word processors, e-mail, databases, drawing/CAD tools, etc.

**Abilities**

Perform computer system administration as assigned; prepare clear, concise and comprehensive reports; train and assist employees; follow oral and written instructions; communicate effectively both verbally and in writing; successfully interface and communicate with employees at all levels of organization; presents overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City’s stated mission and philosophy; deal effectively and courteously with associates and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education, and Training**

Graduation from an accredited college or university is desirable with a Bachelor’s Degree in Computer Science, Information Systems, or related discipline, plus at least one year experience. Education, training, and/or work experience should have included experience with related Operating Systems software. Equivalent work experience may be substituted for the degree requirement.

**Physical Requirements**

Performs bending, squatting, kneeling, reaching from ground level to overhead; lifts, carries, pushes and pulls up to 40 pounds; must be able to hold and grip objects; must be able to operate a computer keyboard and/or mouse; may be subject to sitting for long periods of time.

**Working Environment**

Primarily indoors with heating and cooling regulated in a general office environment.

**Licensing/Certification**

None required.

**Miscellaneous Requirements**

If operating a motor vehicle during the course of performing job duties, must possess a valid Missouri Motor Vehicle Operator’s License.

<b>Last Revision:</b>	February 8, 2012	<b>GENERAL ORDINANCE NO. 4645</b>
<b>Comments:</b>	Updated Abilities	<b>Date:</b> August, 1996

**I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_