

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Senior Systems Administrator</u>
Sch.& Grade	<u>PAT-9</u>
Class Code	<u>CI21</u>
FLSA Status	<u>Nonexempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Computer Technical</u>

PRIMARY PURPOSE:

Provides advanced level technical computer systems design, operation and maintenance of large, complex systems and unique departmental technical environments for the City of Springfield. Plans, designs and implements the more complex and advanced information systems solutions for complex, high-end computer systems projects in support of core organizational functions. Applies advanced communication, analytical and problem-solving skills to help identify, communicate and resolve systems issues in order to improve, enhance, and maximize the benefit of IT systems investments.

SUPERVISION:

Under direct supervision of the Network Engineer or assigned Department Director; under general supervision of the Director of Information Systems. Provides direction and mentoring to lower level computer systems administrators, technicians, and team members.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Plans, designs, develops, and deploys new computer systems and enhancements to existing computer systems. Computer systems at this level are large and more complex systems requiring advanced work.
2. Meets with decision makers, systems owners, and end users to define business requirements and systems goals, and identify and resolve business systems issues.
3. Ensures compatibility and interoperability of new computing systems with existing infrastructure.
4. Reviews and analyzes the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
5. Performs cost-benefit analysis for proposed systems to aid management in making implementation decisions.
6. Coordinates and performs in-depth tests, including end-user reviews, for modified and new systems.
7. Provides orientation and training to end users for modifications to existing systems and new systems.
8. Installs, configures, tests, maintains, monitors, and troubleshoots end user workstation hardware, software, networked peripheral devices, cabling, and networking hardware and software products.
9. Maintains server operating systems and software, database administration, network equipment and security solutions.
10. Monitors and tests network performance and provide network performance statistics and reports.
11. Receives and responds to incoming calls, pages, and e-mails regarding network connectivity problems.
12. Performs on-site analysis, diagnosis, and resolution of complex system problems for a variety of end users, and recommend and implement corrective hardware and software solutions.
13. Coordinates with third-party support and equipment providers as needed to resolve system problems.
14. Recommends, schedules, and performs network improvements, upgrades, and repairs.
15. Supports the development and implementation of new technology and computer system projects.
16. Conducts research on products, services, protocols, and standards in support of system procurement and implementation efforts. Evaluates and recommends hardware and software products.
17. Practices network asset management, including maintenance of network component inventory.

18. Prepares, maintains, and adheres to procedures for logging, reporting, and statistically monitoring City computer systems.
19. Prepares and ensures accuracy of documentation, procedures manuals, and help sheets for computer system installations, including data, voice, and video systems.
20. Performs server and security audits as well as system backups and recovery.
21. Provides information and guidance to technical staff team members as needed.

Performs related work as required.

IMPORTANT FUNCTIONS:

1. Responds to emergency computer system outages and problems after normal working hours as necessary.
2. Works in support of the department disaster recovery plan and responds to emergency system outages in accordance with plans.
3. Travels to various City departments located throughout the city to provide network and systems support as assigned.

QUALIFICATIONS REQUIRED:

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

Knowledge

Advanced technical knowledge and experience with Microsoft Server O/S, Cisco firewalls, routers and switches, wireless access points and bridges, LAN/WAN design, database administration, etc. Knowledge and hands-on experience with virtual server environments and VMWare and advanced computer and communications systems is also preferred.

Abilities

Effectively coordinate and perform advanced and complex computer system management as assigned, including installation, configuration, troubleshooting, diagnosis, repair, and maintenance; prepare clear, concise and comprehensive reports; possess strong attention to detail; research and interpret technical manuals, procedural documentation, periodicals, and other technical information; follow oral and written instructions; utilize tools, components, and peripheral accessories; analyze and resolve technical problems; communicate effectively both verbally and in writing; successfully interface and communicate with a diverse group of people including employees at all levels of the organization as well as vendors; deal effectively and courteously with associates and the general public; present an overall professional image; model and promote acceptance and respect for differences among employees and citizens; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; 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 with a Bachelor's Degree in Computer Science, Computer Information Systems, or related field plus three years of relevant experience in the field of Information Systems; or graduation from an accredited college or university with an Associate's Degree in Computer Science, or a related degree, coupled with completion of advanced professional certification(s) in Information Technology, such as Cisco, Oracle, VMware, Novell and Microsoft or vendor neutral certifications including ITIL, PMP, or CISSP, plus three years of relevant experience in Information Systems.

Physical Requirements

Performs bending, squatting, kneeling, sorting and 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 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. May be subjected to extreme weather conditions when traveling to remote City locations to provide support or pick-up/deliver computer equipment and supplies

Licensing/Certification

Must possess or obtain within probationary period advanced professional certification(s) from vendors such as Cisco, Oracle, VMware, Microsoft, Novell or vendor neutral certifications including ITIL, PMP, or CISSP. Depending on candidate qualifications, advanced professional certifications may be required at time of hire.

Miscellaneous Requirements

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

Last Revision:	February 16, 2012	GENERAL ORDINANCE NO. 4578
Comments:	Updated Abilities	Date: July 16, 2010

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:** _____