

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

Job Title	<u>Systems Administrator</u>
Sch.& Grade	<u>PAT-8</u>
Class Code	<u>CI13</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Computer Technical</u>

**PRIMARY PURPOSE:**

Provides intermediate level technical computer systems design, operation and maintenance of moderately complex systems for the City of Springfield. Plans, designs and implements information systems solutions for moderately complex computer systems in support of core organizational functions. Applies high level 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 the 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 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 intermediate level and moderately complex in nature. Incumbent may also assist in the development and implementation of larger, advanced systems.
2. Installs, configures, tests, maintains, monitors, and troubleshoots end user workstation hardware, software, networked peripheral devices, cabling, and networking hardware and software products.
3. Maintains server operating systems and software, network equipment and security solutions.
4. Monitors and tests network performance and provide network performance statistics and reports.
5. Receives and responds to incoming calls, pages, and e-mails regarding network connectivity problems.
6. 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.
7. Coordinates with third-party support and equipment providers as needed to resolve system problems.
8. Recommends, schedules, and performs network improvements, upgrades, and repairs.
9. Supports the development and implementation of new technology and computer system projects.
10. Conducts research on products, services, protocols, and standards in support of system procurement and implementation efforts. Evaluates and recommends hardware and software products.
11. Practices network asset management, including maintenance of network component inventory.
12. Prepares, maintains, and adheres to procedures for logging, reporting, and statistically monitoring City computer systems.
13. Prepares and ensures accuracy of documentation, procedures manuals, and help sheets for computer system installations, including data, voice, and video systems.
14. Performs server and security audits as well as system backups and recovery.
15. Provides information and guidance to technical staff team members as needed.

**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 support as assigned.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

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

**Knowledge**

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 perform 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 employees at all levels of the organization; deal effectively and courteously with associates and the general public; present an 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; 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 Bachelor’s Degree in Computer Science, Computer Information Systems, or related field plus two 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 related field, plus four years of relevant experience in the field of 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 associate level certification(s) from vendors such as Cisco, Oracle, VMware, Microsoft, Novell Zenworks, MCP, etc.

**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.

<b>Last Revision:</b>	February 21, 2012	<b>GENERAL ORDINANCE NO.</b> 5564
<b>Comments:</b>	Updated Abilities	<b>Date:</b> 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:** \_\_\_\_\_