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JOB DESCRIPTION
CITY OF SPRINGFIELD

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HUMAN RESOURCES DEPARTMENT	Job Title	Systems Administrator
EMPLOYMENT AND	Sch.& Grade	PAT-8
COMPENSATION DIVISION	Class Code	CI13
	FLSA Status	Non-exempt
	Bargain Unit Elig.	Not Eligible
	Occupational Group	IT Infrastructure and Applications

PRIMARY PURPOSE:
Provides intermediate level technical computer systems design, operation and maintenance of moderately complex systems for a wide variety of critical areas such as Police, 911, Fire and other departments. 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 Manager or assigned Department Director or under general supervision of the Director of Information Systems. Depending on departmental assignment provides direction and mentoring to lower level computer systems technicians and team members.

DESCRIPTION OF WORK:
  ESSENTIAL FUNCTIONS:
1. Plans, designs, develops, deploys and enhances new and existing computer and telephone systems. Computer and telephone 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 computing devices, software, CAD, mobile technology, telephone equipment, networked peripheral devices, cabling, and networking hardware and software products.
3. Depending on assignment assists in establishing and maintaining interfaces for the operational systems and network communications to include ANI/ALI, MIS, MULES
4. Maintains operating systems and software, network equipment and security solutions.
5. Monitors and tests network performance and provide network performance statistics and reports.
6. Receives and responds to incoming calls, and e-mails regarding network connectivity problems.
7. 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.
8. Coordinates with third-party and other agencies support and equipment providers as needed to resolve system problems.
9. Recommends, schedules, and performs network improvements, upgrades, and repairs.
10. Supports the development and implementation of new technology and computer system projects.
11. Conducts research on products, services, protocols, and standards in support of system procurement and implementation efforts. Evaluates and recommends hardware and software products.
12. Depending on assignment practices network asset management, including maintenance of network component inventory.
13. Prepares, maintains, and adheres to procedures for logging, reporting, and statistically monitoring computer systems.
14. Prepares and ensures accuracy of documentation, procedures manuals, and help sheets for computer system installations, including data, voice, and video systems.
15. Performs server and security audits as well as system backups and recovery.
16. Provides information and guidance to technical staff team members as needed.

IMPORTANT FUNCTIONS:
1. Depending on assignment 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. Depending on assignment travels to various locations to provide network support as assigned.

4.   Depending on assignment reviews, researches and conducts analysis for annual budgetary processes.
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, CAD, 911 telephone and radio systems; working knowledge of police, fire and EMS operations depending on departmental assignment, etc. Knowledge and hands-on experience with virtual server environments and VMWare, Citrix 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 a related field; 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 a related field.

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
Depending on assignment must possess or obtain within probationary period associate level certification(s) from vendors such as Cisco, Oracle, VMware, Microsoft, etc. Assignment located in 911 requires receiving and successfully completing inquiry training from Missouri State Highway Patrol on MULES and NCIC computer systems.

Miscellaneous Requirements
If operating a motor vehicle during the course of performing job duties, must possess a valid Missouri Motor Vehicle Operator's License. Must successfully complete a background investigation; subject to emergency call-in.

Last Revision:	September 13, 2018	**GENERAL ORDINANCE NO.** 5564
Comments:	Updated Essential Functions	**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:** _____