

SYSTEMS ADMINISTRATOR

FLSA STATUS: Exempt

REPORTS TO: Technical Services Manager

INDIRECT REPORT TO: SWSCOM Governing Board

STATEMENT OF JOB

Responsible for the administration of technology systems under the direct supervision of the SWSCOM Technical Services Manager. The System Administrator is responsible for effective provisioning, installation, configuration, operation, and maintenance of systems hardware, software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, and software systems adhere to established standards, procedures, and best practices.

DUTIES AND RESPONSIBILITIES

- Conducting PC, servers, and other equipment builds
- Install operating system software, patches and upgrades
- Analyze, troubleshoot and resolve system hardware, software and networking issues
- Configure, optimize, fine-tune and monitor operating system software and servers
- Performing system backups and recovery
- Create, change, and delete user accounts
- Support telecommunication systems, including network, phones, and radios
- Perform regular system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups
- Perform regular security monitoring to identify any possible intrusions
- Recommends technical solutions, enhancements, upgrades, and procedures
- Ensures the consistency and maintainability of existing systems by following established standards and procedures and recommending improvements
- Produces detailed records of work performed, documents system configurations, notes any unusual circumstances or events, and indicates disposition of assigned work
- Perform liaison duties between users, operations, and external technology resources
- Directs the work load of subordinate personnel and contractors
- Assists subordinate personnel with duties, filling in as needed; should be familiar with and able to complete subordinate personnell's duties in their absence
- Performs other duties as directed

KNOWLEDGE, SKILLS, AND ABILITIES

- Experience with public safety technologies
- Experience maintaining networked computer systems
- Experience with web technologies including cloud based solutions
- Experience with VMware, Microsoft Server and Desktop operating systems
- Experience with Cisco and HP switches
- Demonstrated aptitude for learning new technologies
- Strong communication skills

PHYSICAL AND OTHER REQUIREMENTS

- Must be eighteen (18) years of age
- Responsibilities sometimes require working evenings and weekends, sometimes with little advanced notice

EDUCATION AND EXPERIENCE

- Associate's Degree in Information Systems Management, Computer Information Systems, Computer Science, or related field of study, or completion of a vocational program from an accredited institution required
- Bachelor's Degree in Information Systems Management, Computer Information Systems, Computer Science, or related field of study preferred
- Minimum of three (3) years direct technical operations and support experience required

LICENSE OR CERTIFICATION

- None required
- Modern Desktop Administrator Associate, Cisco Certified Network Associate (CCNA) or other accredited certification preferred.

These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required of the job. To perform the job successfully, an individual must be able to perform the essential functions satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Please email resume and cover letter to ltapplications@swscom.org.