

Network, Server & Systems Administrator

Information Technology

JOB SUMMARY

This position is responsible for designing, installing, maintaining, and operating the more complex portions of the Information Technology systems. This is an essential position which optimizes overall employee productivity through effective implementation of technology. This job encompasses several technology roles or specialties including network, server, systems, security, and applications administrator, and may be referred to as simply a Senior Sys Admin.

MAJOR DUTIES

- Perform advanced network administration functions by designing, configuring, and maintaining systems infrastructure, including servers, storage, routers, switches, and firewalls in both LAN-based and mobile environments. Ensures proper connectivity, performance, and security by managing various network layers, protocols, applications.
- Monitor and maximize system performance and troubleshoot related issues. Implement security measures, such as access controls, VPNs, and network segmentation.
- Design and manage the logical structure of Windows Active Directory, MS365 and other identity systems and utilize industry best practices and standardization to improve automation, security and end-user efficiency.
- Manage network documentation, diagrams, inventory, and procedures to ensure consistency, reduce troubleshooting expenses, and to enhance knowledge retention and transfer throughout the organization.
- Install, configure, and maintain server hardware, server attached network storage and operating systems in virtualized data centers.
- Implement and manage backup and data protection measures to safeguard the County's business critical data.
- Assist in managing software updates, patches, and system upgrades. Automate administrative tasks through scripting and an effective group policy strategy.
- Advise the Director on information technology plans, needs and direction as needed.
- Updates job knowledge by tracking emerging technologies, participating in educational opportunities, reading professional publications, maintaining personal networks and participating in professional organizations.
- Collaborate with other IT teams, vendors, and stakeholders to support computer and network operations.
- Availability to address problems outside of normal business hours, including nights, weekends and/or holidays, including routine calls for service.

KNOWLEDGE REQUIRED BY THE POSITION

- Extensive knowledge and technical skills focused on installing, configuring, and monitoring enterprise level networks and associated equipment.
- Experience operating and managing computer networks, servers, workstations, and mobile devices. Includes experience working in virtualization, Windows server environments, firewalls, VPNs, switches, access points, mobile routers, databases, and MS365 government tenants.
- Proficiency in administering Active Directory services, including user management, group policies, domain, DHCP, and DNS controllers.
- Experience monitoring server performance, analyzing resource usage, and optimizing system performance, including a familiarity with monitoring tools, performance metrics, and capacity planning.
- A diverse skill set for managing, maintaining, and securing an organization's IT infrastructure, including backups, computer policies, emergency preparedness planning, and cyber incident response.
- Ability to embrace and facilitate automation and to streamline systems setup, monitoring, and maintenance.
- Experience in creating and maintaining detailed and comprehensive system documentation, including inventory, configurations, processes, best practices, and user manuals.
- An understanding of CJIS standards as applied to law enforcement agencies and the ability to become and remain certified in the State of Iowa.
- A focus on IT infrastructure security and monitoring, with knowledge of Dev-Sec-Ops and ethical hacking and the ability of obtaining an ethical hacking certification.
- Skill in problem solving, analytical thinking, gathering, and analyzing data. Ability to work under pressure, time constraints and deadlines.
- Skill in interpersonal relations, ensuring positive interactions with coworkers and stakeholders; should display patience and empathy when working with less experienced individuals.
- Skill in prioritizing and planning.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Systems Administrator performs work in terms of general instructions. The supervisor reviews work for compliance with procedures, accuracy, and the nature and propriety of the results.

GUIDELINES

Guidelines include County and departmental policies, procedures and best practices for digital systems, data, and networks. These guidelines are generally clear and specific but may require interpretation in

application as digital principles are applied to the real world.

COMPLEXITY/SCOPE OF WORK

- The work is highly technical in nature and consists of any duties that are needed to support the County's IT systems. The need for familiarity, accuracy, accountability, effectiveness, and timeliness contributes to the complexity of the position.
- The purpose of this position is to administer county information technology networks and manage assigned IT projects. Successful performance contributes to the efficiency and effectiveness of a variety of county operations.

CONTACTS

- Contacts are typically with coworkers, technical vendors, or contractors.
- Contacts are typically to exchange information, resolve problems, and to provide technical services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity, distinguishes between shades of color, and utilizes the sense of smell.
- The work is typically performed in an office, communications closet, or server room environment, but could be at any site, facility, building or vehicle that hosts system software or hardware.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency are commonly associated with the completion of an advanced degree in a computer or information technology sector.
- Sufficient experience to understand the principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for three to five years.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Iowa for the type of vehicle or equipment operated.