

City of Fernandina Beach
Job Description



City Manager Signature
12/22/17

Date

Title: Systems Administrator
Department: Information Technology
FLSA Status: Exempt
Reports to: IT Manager
Pay Grade: 136

Minimum Qualifications

- A. Education and Experience:
Graduation from an accredited four-year college or university with major course work in computer science, information systems, or systems engineering, with a minimum two years' work experience in system design and administration. Experience in a Microsoft Active Directory environment is required. Previous experience with public sector preferred. A comparable amount of training, education, or experience may be substituted for the minimum qualifications.
- B. Certifications:
Valid driver's license required. Certifications in web, database, and or computer/networking/security technologies preferred.
- C. Knowledge, Abilities, and Skills:
Significant knowledge in server administration, computer repair and diagnostics is required. Skills in Microsoft environment required. Knowledge of Change Management systems, understanding of TCP/IP, Wide Area Networks (WAN) and Local Area Networks (LAN) is required. Must have excellent oral and written communication skills. Must be able to work autonomously and as a team member.

General Description

This position works in conjunction with other IT staff to ensure the continued operation of the City's information technology systems. It is responsible for the design, management, support, and training on the City Web site as well as technical and project support for various applications, and networking infrastructures. This position may also be responsible for the implementation, on-going support, and management of various other hardware and software. Work is performed during regular business hours however; this position will be "on-call" as needed. This is a fast paced, complex, professional, and technical work environment. Work is performed under the general supervision of the IT Manager.

Essential Functions

1. Respond in a timely fashion to end users' needs and concerns relating to computer business applications and general systems issues.
2. Provide first-line support for all hardware and software.

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3. Manage technical resources working onsite, providing vendors with all the information needed to assist in supporting the end users.
4. Diagnose and resolve technical problems, prevent problem escalation, and provide solutions tracking.
5. Perform day-to-day maintenance of network servers (back-ups, administration, hardware maintenance).
6. Train, instruct, and educate groups and individuals in a team environment.
7. Work with IT Manager in designing technical systems and architecture.
8. Handle multiple project responsibilities simultaneously to prioritize work and resolve technical emergencies as they may occur.
9. Manage, analyze, support and provide training for City department web pages.
10. Develop, maintain, and provide support of City Intranet site. Ensure that all Internet standards are met. Maintain and administer all legal Internet domains owned by the city.
11. Assess departmental needs in respect to technologies and assist in developing and carrying out action plans to implement technology and software advances. Provide information for the planning and budgeting of new computer equipment software and systems.
12. Provide set up, administration, configuration, and support for networks, servers, computers, laptops, applications and other technologies as needed.
13. Monitor performance and maintain systems according to minimum requirements.
14. Create custom applications and web pages for web site including database functions as necessary.
15. Maintain, program, and support City phone systems.
16. Maintain, support, and retrieve video from City-wide video surveillance systems.
17. Assist in maintenance and support of City access control systems.
18. Maintain and support City's Helpdesk ticketing system.
19. Attend training and stay current on information and technology affecting functional areas to increase innovation and ensure compliance.
20. Performs other duties as assigned.

Essential Physical Skills

Acceptable eyesight, hearing (with/without correction), ability to communicate (orally and in writing), moderate lifting and carrying (up to 25 lbs.), reaching, pulling, pushing, walking, sitting, standing, kneeling, and bending. Reasonable accommodations will be made for otherwise qualified individuals with a disability.

Environmental Conditions

Works inside and occasionally outside in various weather conditions.

Key Competencies: Integrity, Professional knowledge, Analysis, Attention to Detail, Interpersonal skills, Communication (oral and written).