SYSTEM ADMINISTRATOR

Department	Administration
FLSA Status	Exempt
Reports To	Technical Services Manager
Supervises	N/A
Bargaining Unit	Non-Represented

BASIC FUNCTIONS AND RESPONSIBILITIES:

Under the direction of the Technical Services Manager, this position is responsible for the organization's information systems and facilities, specializing in the following areas: installation, operation, troubleshooting, diagnosing, remediation, and management of computer services, information security, servers, and application systems. Responsible for researching, planning, designing, installing, testing, operating, maintaining, monitoring, tuning, and managing systems. Serves as technical solutions resource and provides excellent customer service to end users.

ESSENTIAL FUNCTIONS:

Systems Management:

- Implements, maintains, and upgrades as needed, applications, services, servers, management tools, performance tools, and security systems.
- Provides system administration for application services and Active Directory environments.
- Assists in the establishing business continuity and disaster recovery plans.
- Provides information system support as needed within the department.
- Manages and implements federal and state regulatory compliancy and security standards.
- Manages business continuity, backup & recovery of the Center's data and resources.
- Manages and administers email and messaging services.
- Evaluates vendor products and services to determine which best meets the needs of the Center.
- Conducts security audits, vulnerability assessments, and make policy recommendations.
- Provides technical security recommendations.

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Coordinates:

- Schedules and coordinates maintenance windows.
- Provides liaison support between vendors, internal departments, and customers as needed.
- Supervises vendors and contractors, service and support for the organization's systems.
- Assists in the planning of modifications, upgrades and replacement to the Center's information systems.
- Assists in establishing and gathering system and end-user requirements.

General:

- Promotes and practices excellent customer service delivery.
- Is reliable, dependable and reports for work on a consistent basis.
- Supports the Center's procurement process.
- May represent the Center on a variety of standing and special committees on local and regional levels.
- Must carry a cell phone and participate in a rotational critical on call status after hours, including weekends and holidays.
- Performs related work, special projects or other duties as assigned.
- Ability to maintain Criminal Justice Information Services (CJIS) clearance.
- Ability to maintain a high level of confidentiality and professionalism regarding sensitive internal and external information.
- Supports the Commission on Accreditation for Law Enforcement Agency (CALEA) accreditation program.

REQUIRED KNOWLEDGE OF/SKILL IN:

- Windows Server platforms.
- System monitoring, diagnosing and troubleshooting.
- System support of complex integrated systems.
- Backup & recovery of server environments.
- Microsoft Exchange in an Enterprise environment.
- Storage Area Networking (SAN) storage solutions.
- Antivirus, web filtering, and web analytics software.
- Microsoft SQL Server in an Enterprise environment.
- Virtualization (VMware).
- Familiarity with MS SharePoint Server.
- Developing and maintaining comprehensive system documentation files.
- Group policy.
- High availability environments.

- Proven success in analysis, design, and development of information technology solutions.
- Familiarity with project management methodology.
- Proficient with Microsoft Project, Visio, and Microsoft Office.
- Self-directed and able to perform task with minimal supervision.
- Display strong inter-personal, verbal and written communication skills.
- Excellent communication skills and the ability to generate concise technical reports.

REQUIRED ABILITY TO:

- Read and comprehend technical and, narrative, diagrams and schematics.
- Ability to provide excellent interpersonal skills and customer service while working collaboratively and cooperatively with co-workers and personnel from customer agencies.
- Ability to learn new technologies and assimilate new information quickly.
- Report for work on a reliable and dependable basis.
- Demonstrated ability to handle and manage multiple projects and assignments.
- Strong problem-solving, analytical skills & attention to detail.
- Demonstrated ability to manage work schedule and priorities.
- Excellent written and oral communication skills in a clear and concise manner.
- Demonstrated ability to work with minimal supervision, either independently or as part of a team.
- Maintain updated knowledge of relevant information technologies.
- Correct use and fluency in the English language, both oral and written, including spelling, grammar, and punctuation.
- Be "on-call" on a rotation basis; carry a pager or mobile phone.

REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's Degree in Information Systems, Computer Science, Engineering or related area from an accredited institution.

OR

- An equivalent combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed.

DESIRED QUALIFICATIONS:

- Microsoft Certifications.

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- VMware Certifications.
- Knowledge of MS SQL Server and/or Oracle.
- Knowledge of MS SharePoint Server.
- IT security experience.

LICENSES AND CERTIFICATION:

- Washington State Driver's License.
- Must be able to pass a criminal background check and fingerprinting for duration of employment.

WORK ENVIRONMENT:

- Typical office environment. Work requires almost exclusive work using a telephone and computer

PHYSICAL DEMANDS:

- Moderately quiet office environment with frequent interruptions.
- Sitting for extended periods of time working at a computer keyboard.
- Lifting, carrying and pushing objects weighing up to 50 pounds.
- Dexterity of hands and fingers to operate computers, computer boards, computer keyboards and wiring.
- Bending, kneeling and crawling to reach computer electrical or wiring connections.
- Vision, specifically to include up close, distance, color and peripheral; depth perception and ability to adjust focus.
- Hearing and speaking to exchange information.
- Driving a vehicle.
- See Appendix SA-A.

Approved: