



WORKING TITLE: SENIOR SYSTEMS ADMINISTRATOR	CLASSIFICATION: SENIOR SYSTEMS ADMINISTRATOR
DEPARTMENT: INFORMATION TECHNOLOGY	DIVISION: INFORMATION TECHNOLOGY
PAY RANGE: NBYCM 31	FLSA CATEGORY: EXEMPT
PHYSICAL REQUIRMENTS: ATTACHED	WORKERS COMP CODE: 8810
PPE: PER WORK LOCATION	REVISION DATE: JANUARY 2020

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

The Senior Systems Administrator role is to ensure the stability, integrity, and efficient operation of the in-house information systems that support core organizational functions. This is achieved by monitoring, maintaining, supporting, and optimizing all networked software and associated operating systems. This position will use effective communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of IT systems investments. The Senior Systems Administrator works fluidly across the infrastructure elements of security, storage, and virtualization to deliver new availability, capacity, services, and safeguards. This is a senior level position, and involves substantial responsibility for the overall health, operations, and security of all computers and servers on County systems. The Senior Systems Administrator works closely with the Network Administrator, IT Office Coordinator(s), and Desktop Support Specialist(s) to give those positions assistance in fulfilling their respective responsibilities to keep all computer operations functioning county-wide, providing project leadership and management in order to provide a high level of service to County departments and divisions. It is the expectation that this position will be able to plan for and solve the most complex server, virtualization, or storage issues that may face the County.

SUPERVISION RECEIVED:

This position reports to the IT Manager.

SUPERVISION EXERCISED:

This position may supervise and provide day-to-day direction to the Desktop Support Specialist and IT Office Coordinator(s)/Help Desk, and/or other Division staff. Position provides technical support to IT Division’s Database Administrator and Programmer/Analyst(s).

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Maintains overall responsibility for the availability and integrity of physical/virtual infrastructure.
- Manages and maintains daily tasks for physical/virtual server and storage systems, including monitoring system performance, configuration, maintenance, and repair.

Senior Systems Administrator

- Ensures that records of system downtime and equipment inventory are properly maintained.
- Applies revisions to host system firmware and software.
- Works with vendors to assist support activities.
- Develops new system and application implementation plans, custom scripts, and testing procedures to ensure operational reliability.
- Trains staff in how to use new software and hardware developed and/or acquired.
- Guides or provides work direction to technical staff, contract staff and/or student employees, as needed.
- Performs troubleshooting as required. Leads problem-solving efforts often involving outside vendors and other support personnel and/or departments/divisions.
- Installs, modifies, and maintains systems and utility software on server computer systems.
- Provides server support related to other software.
- Establishes guidelines and methods for the installation and management of computer operating systems, disk arrays, fiber channel switches, tape libraries, and other components.
- Ensures high availability and acceptable levels of performance of critical computer resources.
- Develops procedures, programs, and documentation for backup and restoration of host operating systems and host-based applications.
- Develops and coordinates project directions and schedules to maximize benefits and minimize impacts on county departments and divisions. Provides leadership in planning and implementation of projects for computer operations and systems administration.
- Develops tools, procedures, and training sessions for county departments/divisions, IT Desktop Support, and Help Desk staff.
- Manages the data center and computer systems including hardware, software, and equipment such as the air-conditioning system, the UPS (uninterrupted power system).
- Maintains up-to-date knowledge. Stays current with technological developments in systems administration technology and recommends ways to take advantage of new technology.

JOB SPECIFICATION

KNOWLEDGE OF:

- One or more programming/scripting languages and operating systems.
- System administration, hardware, and software management for a Microsoft Office environment.
- VMWare, vSphere, ESXi, resource pools, VMFS, and virtual switching.
- Storage architecture including iSCSI, LUNs, NFS, and RAID.
- Microsoft Active Directory, Windows Server, and server hardware.
- Domain Name registry/purchase and SSL certificate purchase/maintenance.
- Server systems architecture, performance, and tuning.
- Backup and recovery procedures.
- System performance monitoring tools.
- Effective project management techniques.
- Customer service practices that are required to meet and exceed end-user expectations.

SKILL IN:

- Using one or more programming/scripting languages and operating systems.
- Understanding storage architecture including iSCSI, LUNs, NFS, and RAID.

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- Using VMWare, vSphere, ESXi, resource pools, VMFS, and virtual switching.
- Using Microsoft Active directory, Windows Server, and server hardware.
- Planning, organizing, and documenting complex system design activities.
- Configuring systems to be consistent with county policies/procedures.
- Communicating technical and complex information both verbally and in writing.
- Performing multiple tasks concurrently and responding to emergency situations effectively.
- Problem-solving with relation to complex computer systems and network operations.
- Providing quality assurance, including testing and validation of system upgrades and installations.
- Organizing objectives, and prioritizing work.

ABILITY TO:

- Quickly analyze operational issues with complex system operations and equipment.
- Interpret non-technical communications in order to serve customers with skill and professionalism.
- Maintain cooperative and effective working relationships with other employees, supervisors, and the citizens.
- Function in a team environment.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

Associate's degree in Computer Science or related discipline is required. Relevant experience may substitute for the degree requirement on a year-for-year basis. Ten (10) years' work experience managing virtualized/physical infrastructure and storage devices, with a demonstrated ability to solve most systems issues, are required. Experience as a systems administrator is preferred. Any satisfactory equivalent combination of experience and training which ensures ability to perform the work will be considered.

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation for work, meetings, and training. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070. Must be available for night and weekend work, as well as being on-call to respond to after-hours emergencies, as needed.

Successful completion of a background check and CJIS/LEDS certification.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The employee typically works in an office environment and uses a computer(s), test equipment and software, telephone, and other office equipment as needed to perform duties. The noise level in the work environment is typical of an office. This position will sometimes require significant work in other office areas and locations. Respect for and understanding of those various work environments is necessary. Work may involve travel for training and meetings from time to time. The employee may encounter frequent interruptions throughout the workday.

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The employee is regularly required to sit, talk, or hear, frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend, push, and pull. The employee may be required to lift 20 to 50 pounds.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change. The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.