

SYSTEMS ADMINISTRATOR

JOB CODE: 3098
DEPARTMENT: Tioga Co. Information Technology & Communications Services
CLASS: Competitive
SALARY: Non-Union
ADOPTED: Reso. 312-21, 12/14/2021

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the effective installation, configuration, operation, and maintenance of systems hardware, software, and related infrastructure. The Systems Administrator functions as a lead worker including responsibility for training, instruction, and setting the work pace. The work is performed under the supervision of the Chief Information Officer or the Deputy Director of Information Technology and Communications Services (ITCS) in accordance with county computer systems policy. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Ensures that system hardware, operating systems, software systems, and related procedures adhere to departmental policies and procedures;
- Develops and maintains installation and configuration procedures;
- Contributes to and maintains system standards;
- Installs new or rebuilds existing servers and configures hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements;
- Installs and configures systems such as infrastructure applications;
- Participates in research and development to enable continuing innovation within the infrastructure;
- Researches and recommends innovative or automated approaches for system administration tasks; identifies approaches that best utilize available resources;
- Sets up and maintains the computer servers and reviews the need for hardware or software upgrades;
- Monitors systems, verifying the integrity and availability of server hardware, server resources, systems and key processes, reviewing system and application logs and verifying completion of scheduled jobs such as backups;
- Performs regular security monitoring to identify possible intrusions;
- Oversees and performs backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate storage media;
- Creates procedures and supervises the process of provisioning user accounts;
- Repairs and recovers from server hardware or software failures;
- Applies operating system patches and upgrades on a regular basis, and upgrades administrative tools and utilities;
- Upgrades and configures system software that supports infrastructure applications or applications per project or operational needs;
- Maintains operational, configuration, or other procedures.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Thorough knowledge of the principles and practices of information flow; Thorough knowledge of accepted information technology practices; Good knowledge of current technology trends and technological developments; Good knowledge of logical operations of data communication devices; Working knowledge of local and wide area network administration; Working knowledge of data processing methodology and techniques; Ability to create a remediation plan and execute that plan fully; Ability to implement and maintain computer policies and procedures; Ability to communicate effectively, both orally and in writing; Ability to understand and interpret complex technical material; Ability to define and recommend computer enhancements or upgrades; Ability to establish and maintain effective working relations.

2. Systems Administrator

MINIMUM QUALIFICATIONS (Either):

- a. Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's degree or higher in computer science, management information systems, information resource management, computer engineering, or related field, and two (2) years' experience* with implementing and managing servers, mid-range systems, and network appliances; **OR**
- b. Graduation from a regionally accredited or NYS registered two year college or university with an Associate Degree in Computer Science, Information Systems or related field and four (4) years' experience* with implementing and managing servers, mid-range systems and network appliances; **OR**
- c. Graduation from high school or possession of an equivalency diploma and eight (8) years' experience* with implementing and managing servers, mid-range systems and network applications; **OR**
- d. An equivalent combination of training and experience as defined in (a), (b) and (c) above.

* Due to the radical evolution of technology in this field, qualifying experience must have been gained within eight years from the date of application for employment or examination.

The following is a list of activities for specific preferred technology experience:

- Administering Windows Server including install/configure OS, patch management and general maintenance;
- Administering Storage Area Network (SAN) systems and VMware clusters;
- Windows Server Active Directory administration (user, computer, printer administration);
- Microsoft Exchange Server/Client setup/upgrade and troubleshooting;
- Ability to support Microsoft Office Suite (Microsoft / Office 365 experience preferred);
- Server/Desktop hardware setup and support – Windows 10 Enterprise