City of Klamath Falls   Position Description

Position: IT Senior Systems Administrator	Group: Non-represented
Department/Div.: Finance & Business Services/IT	FLSA: Exempt
Reports to: IT Manager	Salary Grade: 126

Summary

Under general supervision of the IT Manager, the IT Sr. Systems Administrator is a professional/highly technical position providing skilled services in support of installing, configuring, maintaining, and supporting the City's applications and infrastructure within specialized departments and divisions as well as across the enterprise, requiring in-depth knowledge and understanding of current business practices and processes with respect to meeting system availability, security, and performance goals. Scope of assigned area of responsibility will depend on divisional structure and is at the discretion of the IT Manager. Supervision is not normally a responsibility of this classification but may act as a lead worker for temporary assignments or on special projects. May oversee staff and operations in supervisor's absence, however is not charged with full functional supervisory responsibilities. Requires significant on-call status and may be required to work variable shifts.

Distinguishing Career Features

The IT Sr. Systems Administrator is the senior-most level of IT Operations Support and serves as the technical authority for data storage and disaster recovery, server virtualization, and network management and performs the most complex, non-standardized, and widely varied technical and analytical support duties and functions for the City's enterprise hardware and software. The IT Sr. Systems Administrator determines how to achieve results based on broad guidance and general direction; day-to-day work and decisions do not require direction or review by supervisor. Significant and strategic decisions are referred to supervisor. Makes or recommends decisions that have a significant impact on general business operations or finances to a significant degree. Responsible for participating in the development of the biennial IT budget. Regular and substantial contact with employees outside own division, including the general public, vendors, partners, and leadership level employees. Substantial sensitivity, discretion, cooperation, and confidentiality is required; follow-up actions often necessary.

Essential Duties and Responsibilities

- Performs highly complex technical and operational IT support, systems analysis and administration, and may lead the work of others engaged in routine to complex IT support; may organize, prioritize, and distribute work assignments; may mentor, train, and provide input into the evaluation of subordinate staff; may oversee IT operations in the absence of a supervisor.

- Implements and supports the City's core system architecture and infrastructure. Provides recommendations in the design, development, and prioritization of architecture that meets systems and networking infrastructure needs.

- Monitors, services and maintains high availability of a variety of computer hardware and software, including public safety and emergency 911 communications systems.

- Develops plans for future enhancements and directions for City-wide systems and networks. Evaluates adequacy of existing systems based on performance trends and anticipated future capacity needs.

- Coordinates and prioritizes day-to-day proactive and urgent work assignments. Provides Tier 3 end-user support for most applications and hardware issues and provides one-on-one and small group training.

- Remains current in their area of expertise by researching trends and industry best practices, and proposes changes and upgrades to system infrastructure, operating systems, and applications to ensure continuous operations, desired performance, and service.

- Establishes specifications, installation procedures, and administration and maintenance requirements of hardware platforms and operating systems. Works with City administration and staff to communicate and enforce security policies, system standards, and procedures to protect the City from security threats and ensure compliance with regulations and standards.

- Drives to various locations to support system and network infrastructure. Participates in on-site after-hour service windows for routine maintenance and system upgrades.

- Serves as a resource for system and equipment purchase upgrades and emerging technologies. Researches and establishes standards for system and software upgrades to increase productivity and compatibility.

- Evaluates and updates system security software applications. Maintains system security, backups, and disaster recovery plan for all City systems. Administers testing of backups and disaster recovery plan to ensure integrity and validity. Establishes and implements protocols and procedural controls for operation of the networks and systems.

- Serves as a member of the IT Cybersecurity Team and part of the Cybersecurity Awareness training team; assists in developing and maintaining policies and procedures, provides security oversight and best practices.

- Administers industry standard relational databases, manages user authority, controls network user access, and ensures integrity of related databases and associated applications.

- Develops and maintains up-to-date documentation and standard operating procedures for assigned and related areas of responsibility. Contributes to the knowledge base to facilitate knowledge sharing.

- Analyzes and makes budget recommendations to align with the IT division's strategic plan. Establishes supporting standards and policies to assure system compliance.

- Participates in projects and leads medium to large projects and activities related to computer systems and infrastructure upgrades. Interfaces with users, engineers, contractors, and other analysts for multi-department system projects and system related activities.

- May manage and maintain public safety Criminal Justice Information Systems (CJIS) compliance. Coordinates system security both physical and logical; may serve as technical liaison between local agency and federal and state agencies. May audit the use of CJIS databases by other staff. May coordinate and oversee all technology related activities for public safety agency staff, and systems.

- Provides positive customer service through professional, courteous behavior and creative problem solving and helps foster an environment that embraces diversity, integrity, trust, and respect.

- Demonstrates regular, reliable and punctual attendance.

- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

  The position requires in-depth knowledge and understanding of a range of computer systems and networking software and hardware and related technologies. Requires a well-developed understanding of client/server architecture, network infrastructure, relational databases, data security best practices, storage, backup, and recovery processes, troubleshooting, assessing performance, and performing updates and maintenance. Requires technical knowledge of local and wide area networks, network operations, connectivity between servers, and integration of data and telecommunications. Requires in-depth knowledge of Microsoft Active Directory, SSO, group policy, VMware, DNS, DHCP, and Microsoft Exchange. Requires working knowledge of Linux, SSL/PKI certificate management, the principles of the project management processes, and best practices for total quality. Requires well-developed human relations skills to conduct in-service type training and provide technical assistance to computer users and other customers. Requires excellent oral and written communication skills to document technical procedures, create training documentation, and communicate with non-technical individuals on technical matters.

- **Abilities**

  Requires the ability to carry out the objectives and duties of the position. Requires the ability to design and configure operating systems and networks. Requires the ability to analyze and assess computer system architecture and infrastructure requirements and determine cost-effective solutions. Requires the ability to assess and remedy system performance and troubleshoot and resolve hardware and software problems. Requires the ability to analyze data and evaluate the needs of users and develop creative solutions to address problems and needs. Requires the ability to balance and prioritize daily tasks, projects, and service requests in order to meet deadlines and adhere to schedules. Requires the ability to read, interpret and apply complex technical information including equipment specifications and schematics. Must be able to work efficiently in a highly organized manner, paying close attention to detail; must possess a high level of accountability and reliability. Must be able to maintain strict confidentiality. Must possess the ability to

constructively manage job stress and interact professionally and effectively with others in the workplace. Must be able to maintain an acceptable driving record throughout employment and successfully complete a background investigation to the satisfaction of the City. Must be able to attend work as scheduled and when required.

- **Physical Abilities**

Requires ambulatory ability to move to various office, building, and computer room locations and to bend, stoop, crawl on an occasional basis and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 50 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

- **Education and Experience**

The position requires a bachelor's degree in computer science, management information systems, or related technical field, industry certification, and a minimum of 5 years of demonstrated, progressively responsible work experience in systems and network administration. An equivalent combination of education and recent, relevant work experience (10 years total) may also be considered. Supervisory experience preferred.

- **Licenses and Certificates**

Requires obtaining valid Oregon driver's license within 30 days of hire and possessing one or more of the following certifications: Microsoft 365 Certified Enterprise Administrator Expert, Microsoft Certified Windows Server Hybrid Administrator Associate, Microsoft Certified Identity and Access Administrator Associate, Microsoft 365 Certified Security Administrator Associate, VMware Certified Professional – Data Center Virtualization, AWS Certified SysOps Administrator - Associate certification, along with either CompTIA Network+, Cisco Systems CCNA, Juniper Networks JNCIA, or similar (ISC)² based certification.

- **Pre-Employment**

Job offers are contingent upon the individual passing a pre-employment drug screen, criminal background, and having a clean driving record. In addition, candidates must provide fingerprints and pass an Oregon State Police Criminal Justice Information Systems (CJIS) security background check to obtain CJIS Security Level 4 clearance, as well as complete training consistent with TSA and Airport-related security requirements.

- **Working Conditions**

Work is performed primarily indoors where some safety considerations exist due to proximity of electrical and electronic equipment, physical labor, positioning in cramped areas, and handling of medium weight, yet awkward materials.