ORGANIZATION: City of Lincoln City
JOB TITLE: Information Technology System Administrator
FLSA STATUS: Non-Exempt, Grade 14
UNION: AFSCME
UPDATED: October 2018

PURPOSE OF POSITION: Responsible for support of the day-to-day operation of all network and communication systems for the City. Deliver excellent customer service while providing network and desktop support to over 500 devices and 150 users. This includes the Microsoft Active Directory network infrastructure, including Exchange e-mail, Internet connectivity and personal computers and printers and the wide variety of hardware, software and operating systems needed: cellular and land-line telephones; copiers, scanners, faxes and audio-visual systems. Administer network firewall and other security systems to protect City data. Responsible for Police Department network including interconnection to Salem VLAN, and MDC units installed in patrol cars. Researches, assesses and makes recommendations for current or future system enhancements.

ESSENTIAL JOB FUNCTIONS:

Provide a friendly and knowledgeable presence for the Information Department. Use excellent customer service skills and good judgment when responding to inquiries from internal customers. Escalate matters as needed.

Perform system administration tasks on Microsoft systems to include Active Directory, Exchange, SQL, SharePoint, and desktop operating systems, to include Windows 7/8.x/10, Exchange email and Internet connectivity.

Responsible for the backup of all system and data backup and retrieval. Experience with Yosemite and VEEAM backup products.

Under the direction of the Information Technology Manager, maintain and configure network infrastructure and integrate new technologies into existing network infrastructure as needed.

Analyze, monitor and evaluate network and systems performance, including printing, file sharing and e-mail services. Perform routine audits of systems and software through remote access software. Ensure the network infrastructure remains in an operational state with high availability.

Perform administration of spam and content filters. Train and educate employees in how to avoid infiltration by viruses, worms, etc.

Install and configure system software, networking software and application software. Monitor software and licensing inventory.

Under the direction of the Information Technology Manager, perform preventive maintenance on technology infrastructure.

Deliver excellent customer service while providing technical support to users regarding the

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.

various network services and software applications. Provide support for MS Office, other office automation software, Police Department specific software and hardware applications. Answer technical questions from employees. This includes travel to all work sites as needed.

Troubleshoot and resolve hardware, network and connectivity problems. Analyze and resolves software problems.

Identify, recommend and assist with new technology and automation research, development and adoption. This includes always looking for ways to improve efficiency, quality and service to City employees.

Research purchase requests for software, hardware and other technology related items. Recommend, procure, install and coordinate repair of network devices such as workstations and printers.

Troubleshoot telephony issues. Provide assistance to employees with orientation and use of telephone.

Design, manage, upgrade and maintain City intranet.

Remain current with new equipment and technical developments in the field of computer technology.

Create written documentation of the system configuration and other such documentation as needed.

Undertake office automation projects as assigned in order to improve efficiency and effectiveness of City departmental operations.

Follow all safety rules. Correct and/or report unsafe conditions to appropriate personnel.

Other related duties as assigned.

<u>AUXILIARY JOB FUNCTIONS:</u> Provide technical advisory services to other departments as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

<u>JOB QUALIFICATION REQUIREMENTS:</u>

MANDATORY REQUIREMENTS: Equivalent to a four-year college education with major course work in computer science supplemented by at least two years of experience assisting customers in a networked office environment and managing projects or any satisfactory combination of experience and training that demonstrates the knowledge, skills and abilities to perform the above duties. Knowledge of computer operations, software applications, network fundamentals and data processing equipment. Demonstrated excellent customer service, communication (verbal and written), organization, time

management/prioritization, project management and attention to detail. Experience following oral and written instruction. Must bring current technological knowledge and be able to remain current throughout employment through networking, training and certification.

SPECIAL REQUIREMENTS/LICENSES: Oregon Driver's License. Must complete thirty (30) hours training as directed by the Information Technology Manager.

DESIRABLE REQUIREMENTS: Two to three years responsible experience in network administration. Experience as a Webmaster. Experience with HVAC. Experience with GIS. Experience in a small municipal environment with its diverse customers needs, including Police Department, Water and Wastewater Plant and Community Center. Any or all of the following training or certification at time of appointment: Microsoft MCP, State training on Law Enforcement Vehicle mobile technology, SQL Server Administration, Cisco CCNA, enterprise network security.

<u>PHYSICAL DEMANDS OF POSITION:</u> While performing the duties of this position, the employee is frequently required to sit, stand, bend, crawl into small spaces, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis and may infrequently require moving materials weighing up to 35 pounds. Manual dexterity and coordination are required over 80% of the work period while operating equipment such as computer keyboard, calculator, telephone and standard office equipment (including the list above).

<u>WORKING CONDITIONS:</u> Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions and background noises.

<u>SUPERVISORY RESPONSIBILITIES:</u> Oversight and coordination of external contractors. May provide training and orientation to newly assigned personnel on City IT policies and practices.

<u>SUPERVISION RECEIVED:</u> Works under the general supervision of the Information Technology Manager.