



Systems Administrator

Job Description

Department: Information Systems
Position: Career Service
Grade: 727
Supervisory: No
Reports to: Division Manager – IT Operations

Summary

Under general direction of the Division Manager – IT Operations, the System Administrator is responsible for the upkeep, configuration, and reliable operation of Utah County's IT infrastructure of computer systems. The system Administrator configures, repairs, and maintains, and trains other IT support staff to ensure that the uptime, performance, resources, and security of the IT infrastructure meet the needs of the County.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Monitor IT infrastructure of servers, networks, and connections for problems, outages, performance issues, and security risks.
2. Install, configure, and repair IT system components such as servers, routers, switches, firewalls, WIFI access points, software, etc. for optimal performance and security.
3. Ensure network security by employing security protocols and policies are followed.
4. Monitor enterprise data storage backup systems and available space on network volumes; move, delete, or organize accordingly to maintain adequate disk space for network operations.
5. Set up new active directory user credentials and email accounts
6. Document and track resolutions and progress for work activities
7. Assist computer support technicians in help desk duties as needed.
8. Actively promote a culture of innovation and productivity; consistently participate in personal and staff training, and mentoring activities.

Knowledge, Skills, and Abilities

- Knowledge of information systems analysis, design and development
- Knowledge of system security (*e.g.* intrusion detection systems) and data backup/recovery
- Knowledge of networking concepts including TCP/IP, IP configuration, peer-to-peer networking, subnetting, building a routing table and other network protocols, standards and architecture
- Skilled in the application of Microsoft Windows, Windows, Cisco, and network systems
- Skilled in computer programming, especially scripting in Python, Perl or other language

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Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

- Skilled in analytical problem solving and needs assessments in stressful situations
- Skilled in providing consistently exemplary customer service
- Skilled in reading, writing, and basic math
- Skilled in oral and written communication including documentation and technical reports
- Ability to work resourcefully to diagnose and resolve problems quickly.
- Ability to patiently communicate technical concepts to a variety of interdisciplinary teams and users
- Ability to work effectively and positively within a team environment while maintaining cooperative relationships with users, key stake holders, team members, and management
- Ability to foster and encourage a culture of innovation as a role model and mentor by personally seeking out innovative solutions and methods and sharing those with team members
- Ability to research and understand technology advancements and trends
- Ability to focus on fine technical details

Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually loud. Work may expose the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable circumstances. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. The employee is regularly required to work for sustained periods of time maintaining concentrated attention to detail. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to sixty (60) pounds. The employee regularly drives a motor vehicle.

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Position Type/ Expected Hours of Work.

Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Bachelor's degree or equivalent in information technology, computer science, cyber security, or a closely related field.
2. Two (2) years of work experience performing professional computer information systems and networking activities.
3. Demonstratable work competence in system administration, network operations, or a similar field.
4. Combinations of education, experience, and demonstrated work competence may also be considered

Preferred Education and Experience

1. Preference may be given to applicants with more demonstrated work competence or education.
2. Preference may be given to those with relevant and valid certifications such as Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Solutions Expert (MCSE), CCNA Associate certification (CISCO), Cisco Certified CyberOps Associate, CompTIA Server+, Red Hat Certified System Administrator, Red Hat Certified Engineer or VMware Certified Professional.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

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Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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