

SYSTEM ADMINISTRATOR

Position Code: 2721

WC Code: 9410

FLSA Status: Exempt

Pay Grade: 357

Location: Technology & Innovation

Approval Date: 2019

General Statement of Duties

Provide professional level support and maintenance for Town computer systems as well as lead technology-based special projects.

Distinguishing Features of the Class

An employee in this class performs a variety of specialized work in providing fundamental support and maintenance for the Town computer systems and provides consulting services for internal customers. Develops and oversees projects and programs with broad-based implications. Duties include maintaining all file and application servers, performing system backups and restores when necessary, developing and leading projects and programs, reviewing progress and updating management, helping coordinate disaster recover plans. Work is performed under general direction and is evaluated through periodic conferences, review of records and reports and effectiveness of the Town technology systems.

Duties and Responsibilities

Incumbent is responsible for providing fundamental support and maintenance for Town computer systems and providing consulting services for various internal customers.

Develops and leads projects and programs with broad-based implications.

Reviews progress and updates management.

Displays technical competence on assignments and requires minimal direction.

Participates in long and short range technology planning.

Maintains all file and application servers.

Ensures interconnectivity with Windows (2003/2008) for file, mail and print sharing

Supports Microsoft Exchange(2007/2010)

Performs system backups and restores

Develops rollout plans for all future software

Helps coordinate disaster recovery plans

Creates documentation for all systems

Attends classes, seminars, conference and reviews professional literature to enhance knowledge of trends and developments related to Enterprise applications and systems.

Performs other duties as assigned

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Considerable knowledge of personal computer setup, configuration and support.

Considerable knowledge of server level Microsoft products, including Exchange 2007, Sharepoint, and SMS.

General knowledge of work processing, spreadsheet and presentation software.

Working knowledge of general office procedures, practices and equipment.

Ability to understand and follow written and oral instructions.

Ability to establish and maintain effective working relationships with officials, department managers, employees, general public and vendors.

Physical Requirements

Must be able to perform the physical life functions of reaching, fingering, pushing, pulling, grasping, talking, hearing and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently and/or constantly.

Must possess the visual acuity to inspect, analyze, and repair computers and other technology.

Minimum Education and Experience

Bachelor's degree from an accredited college or university with major course work in computer science or related field and five to seven years experience in networking personal computers, LAN network administration and three to five years experience in database administration; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina Driver's License