

City of St. Charles Position Description 	Position Title System Administrator			
	Department Information Systems	Division 		
	Full/Part Time Full Time	Section 		
	Reports to Network Manager	Union 	Non-Union	
	Reports to Network Manager	Positions Supervised 	None	
	FSLA Status Exempt	Salary Grade 	L	

Position Description Overview

This position, under the general supervision of the Network Manager, is responsible for assisting in the provisioning, installation, configuration, operation, optimization, and maintenance of the City's hardware, software, and related infrastructure. This position also provides secondary support for microcomputers and peripherals, telephony hardware and software, and audio/visual equipment, including direct user support, installation and upgrades, and routine purchases. In the absence of the Network Manager may assume the responsibilities of the Manager when administratively assigned.

Essential Job Functions

Standard

1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
2. Adhere to all departmental and City safety policies.
3. Consistent attendance and punctuality is required.

Position-Specific

1. Actively monitor and maintain all managed technology systems, including performance, security, and system availability. This includes being on-call 24/7 at the direction of the Network Manager except for scheduled vacation.
2. Secure network by:
 - Assisting in the development of network access requirements;
 - Monitoring, controlling, and evaluating access; and
 - Maintaining documentation.
3. Perform system implementations, updates, upgrades, and migrations including those from physical to virtual environments.
4. Assist in the planning, design, implementation, and support of special technology projects as necessary, including:
 - Working with other departments to determine needs and coordinate and complete projects
 - Supporting other members of the Information Systems Department.
5. Research, evaluate, purchase, and install new computer hardware and software to fulfill

departmental and user requirements and in accordance with standards established by the Information systems department.

6. Maintain support documentation including problem logs, troubleshooting quick references, installation procedures, change logs, etc.
7. Assist in the planning, design, implementation, operation and optimization of telephony hardware and software and circuits by:
 - Working with the Network Manager on telephony projects;
 - Maintaining records related to the City's telephony system infrastructure and activity; and
 - Producing reports as needed.
8. Provide backup to the Network Manager for maintenance of City's Enterprise Resource Planning system, including:
 - Coordination and implementation of vendor updates to the environment;
 - Environment related troubleshooting; and
 - Ensuring proper backups, routine maintenance, and system availability.
9. Assist in the planning, design, implementation, operation and optimization of audio/visual hardware and software throughout the City, including applications involving:
 - Digital video monitoring and recording;
 - Indoor audio amplification; and
 - Recording, meeting room presentation systems, overhead paging systems, and audio monitoring systems (Police Department).
10. Assist in providing support for the cooperative arrangements with other entities. In particular, this includes St. Charles School District 303, Kane County, Tri-Com, Geneva, and Batavia.
11. Provide technical support for new and existing applications.
12. Provide secondary support for microcomputer software and hardware questions and problems.
13. Assure proper support coverage by directly assisting with Help Desk problem resolution when required.
14. Meet and/or exceed customer expectations with an unparalleled commitment to excellent customer service and positively promoting and enhancing the services and programs offered by the City of St. Charles.

Additional Job Functions

Standard

1. Contribute to a positive group environment by:
 - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources.
 - Participating in proactive team efforts to achieve departmental and City-wide goals;
 - Assisting other co-workers on special projects as required; and
 - Providing leadership to others through example and by sharing knowledge and skills.

2. Perform other duties as required or assigned.

Position-Specific

1. Maintain inventory of computer equipment and software and ensure compliance with software licensing requirements.
2. Assist with the development, documentation, and testing of City disaster recovery procedures and systems.
3. Provide technical support for City security systems.

Basic Requirements

For successful performance in this position, the incumbent will need to demonstrate the following:

Knowledge	<i>Standard</i>
	<ol style="list-style-type: none"> 1. Proficient knowledge in personal computer skills, electronic mail, record keeping, database activity, and word processing.
	<i>Position-Specific</i>
	<ol style="list-style-type: none"> 1. Thorough knowledge of various communications equipment. 2. Thorough knowledge and support skills for all versions of Microsoft Windows servers and related installation, design, management and troubleshooting. This includes support of Windows 2003 to current releases. 3. Thorough knowledge of private branch exchange (PBX), voicemail, and voice over IP (VOIP) systems. 4. Thorough knowledge of Cisco routing and switching. 5. Thorough knowledge of Microsoft's Hyper-V virtualization platform.
Skills	<i>Standard</i>
	<ol style="list-style-type: none"> 1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public. 2. Excellent file maintenance and organizational skills.
	<i>Position-Specific</i>
	<ol style="list-style-type: none"> 1. Strong multi-tasking and problem solving skills. 2. Strong written and verbal communication skills, including the ability to read, interpret, and explain complex concepts and requirements clearly and concisely.
Abilities	<i>Standard</i>
	<ol style="list-style-type: none"> 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously and in a timely

	<p>manner.</p> <ol style="list-style-type: none"> 3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages. 4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives. 5. Ability to develop work methods and procedures with initiative and good judgment and to use resourcefulness and tact in meeting new challenges. 6. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality. 7. Ability to speak and communicate clearly in an office environment. 8. Ability to speak effectively before groups of customers or employees. 9. Ability to compose routine correspondence and routine reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone. 10. Ability to collect, logically organize, and analyze information, and make appropriate decisions or recommendations within scope of position responsibilities. 11. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. 12. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content. 13. Possession of a valid driver's license.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to exercise professional independent judgment in planning own work, formulating recommendations, and making decisions. 2. Ability to analyze and apply technical knowledge to practical use in designing hardware/software specifications for a variety of applications. 3. Ability to adapt to changing priorities and to work under pressure when circumstances dictate. 4. Ability to identify and solve PC and network problems.
<p>Education & Experience</p>	<ol style="list-style-type: none"> 1. Bachelor's degree in Business, Computer Science, Management Information Systems, or a closely related field required. 2. Four (4) years of Microsoft and Cisco networking design or support experience. 3. Possession of a Cisco certification. 4. Minimum of two (2) years IP telephony installation and support. 5. Experience with design and installation of network routing and switching. 6. TCP/IP proficiency and experience troubleshooting cabling issues (UTP/5 and

	<p>fiber).</p> <ol style="list-style-type: none">7. National Incident Management System (NIMS) training as required.8. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.
Physical/ Environmental Demands	<p><i>Standard</i></p> <ol style="list-style-type: none">1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch.2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above.3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc.4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus.
	<p><i>Position-Specific</i></p> <p>Moderate physical activity including:</p> <ol style="list-style-type: none">1. Ability to lift 40 pounds

Position Description Acknowledgement

Position Title

System Administrator

Revised/Updated

3/19/15

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources

Date