

ASSOCIATE SYSTEMS ADMINISTRATOR

General Statement of Duties: Provide assistance and support for the City Information Technology (IT) environment working in conjunction with senior administrators to maintain our day to day work activity. This includes the ability to organize and troubleshoot network and system hardware and software; initiate corrective action when required on all information technology hardware and software.

Distinguishing Features of the Class: The employee will analyze, plan, maintain, install and support the City's computer operations including but not limited to: servers, server operating systems, desktops, desktop operating systems, e-mail systems and wireless networks. Provide assistance to staff for problem resolution management.

Areas of Accountability:

1. Provide Help Desk ticket and request support in order to meet the needs of City departments.
 - Monitors and works tickets accordingly,
 - Implements updates to hardware and software, ensuring continuity of current operations;
 - Builds new systems or replace/repair existing equipment.
2. Provides system support.
 - Prepares and maintains accurate and detailed problem/resolution records;
 - Tracks frequency and nature of problems;
 - Assists other staff with second-level user support when necessary.
3. Attends and participates in educational programs in order to maintain an up to date working knowledge of the computer hardware and software.
4. Performs other assignments as directed.

Required Knowledge, Skills and Abilities: Knowledge of application and systems must include:

- Antivirus, backup software, and systems
- Network file shares, DFS, NAS, and replication
- MS Office
- Open Source Office Productivity Suites
- Windows OS
- Exchange
- Ability to troubleshoot network and system hardware and software problems
- Ability to configure hardware and software in a network environment
- Ability to work effectively with staff, software and hardware vendors
- Experience in building and maintaining virtual environments is a plus.

Acceptable Experience and Training: A combination of education and experience equivalent to an associate's degree in Information Technology with three years progressively responsible experience managing Information Technology software and systems.

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