

# City of Duvall

## Job Position Description

**Title:** System Administrator, Information Technology  
**Department:** Administration  
**Union:** Non-Union  
**Date:** 03/19/2010

### **GENERAL PURPOSE:**

Manage and direct all aspects of the City's computer, network, and telephone operations. Recommend the proper equipment to meet the City's needs. Purchase, install and maintain back-ups, integrity and security of all City computer, network, and telephone operations. In addition this position, if applicable, hires, disciplines, evaluates and directs IT staff member's daily work activities.

### **SUPERVISION RECEIVED:**

This position serves under the direction of the City Administrator.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Manage the City's computer network servers, workstations, and portable devices including software/hardware installations, maintenance, upgrades, evaluations and recommends ways to improve and streamline technology operations. Safeguard the City's network against destructive intrusive agents such as virus attacks and hackers.

Perform technical troubleshooting to resolve computer and phone equipment and software problems.

Must have an array of knowledge and background experienced vast enough to perform work within our large software based environment. Strong experience with city / municipal style systems as well as supporting law enforcement needs is required. i.e. Security and surveillance equipment, data storage, multiple types of communication devices, etc.

Perform the maintenance and upkeep of city phone, voicemail system, security systems, and Police Department paging system. Assist with research and recommendations on the City's communication system and related equipment.

Oversee and manages the administration of the Exchange Server email system. Monitors email traffic to ensure only the City provided email systems are used on City computers.

Work and act as a team player in all interactions with other city employees.

Plan and implements complex and routine short and long range projects related to local and wide area networks, wireless systems and telephony systems.

Manage and administer backup system for phone system and network servers. Restores files and databases as required.

Coordinate phone system repairs with hardware and software technicians. Administers and programs minor phone system.

Prepare and implement an Information System (IS). disaster recovery plan and write appropriate documentation.

Identify and develop an IT work plan based on short and long term needs.

Prepare information technology budget.

Maintain records on computer network service and communication systems, city-wide inventories, purchases, and repairs.

Remain current concerning trends and developments in computer hardware and software; perform research and provide information and assistance as assigned; assist in system planning.

Train and provide technical assistance and support to users regarding features, capabilities and policies regarding internet/email, computer and software use.

Assist in computerized system development of the Records Management System.

Assist with the development and updating of the City's computer and software usage, communication policy and web standards.

Consult with Department Directors concerning future technology implementations and projects and for specific departmental technology needs.

Consult with Department Directors and divisions to coordinate system activities and to identify needs; manage major projects including software and hardware improvements, development of complex systems, and replacement of existing systems relating to voice, video and data.

Verify and reconcile payments for computer and telephone (or technical) vendor services.

Manage TV Station, software, and related equipment. Work includes streaming data for public TV / radio stations as well as relaying weather data.

Perform other duties as directed or assigned.

## **DESIRED MINIMUM QUALIFICATIONS:**

### **Education and Experience:**

Associates or Bachelor's degree from an accredited institution in information technology, computer science, computer engineering, or a closely related field or

Other combinations of specific experience and education, which meets the minimum education requirements.

### **Necessary Knowledge, Skills and Abilities:**

Two years progressively responsible information systems management experience.

Excellent knowledge of Windows Systems, Microsoft Office 2007/Outlook, DOS, Microsoft Exchange Server, Windows 2003, 2008 server, BDC/PDC, and RAID systems. Knowledge of CISCO routers and firewall configurations. Ability to integrate line of business application and provide necessary scripting needed for it (ie. PowerShell, Perl, etc.). Minimum qualifications needed to develop and maintain the City's website. Knowledge of general phone system operations.

### **Additional Qualification Criteria:**

Worker traits must include a strong desire to learn new skills and technologies and help develop an IT work plan and a successful IT program. Must have strong commitment to the City's core values of exceptional public service, innovation, integrity, efficiency, commitment to employees and an overall team approach. Demonstrated proficiency with the core competencies of customer focus, problem solving, composure, decision quality, perseverance, interpersonal savvy, peer relationships, priority setting time management and self-development. To succeed in this position, candidates must have aptitude for creativity, learning on the fly, planning, perspective and drive for results.

### **Desirable Knowledge, Skills, and Abilities**

Ability to make timely and deliberate decisions without guidance or direction.

Ability to implement an approved IT plan.

Knowledge of TCP/IP networking protocol and network commands such as ping, nslookup and traceroute.

Knowledge of current and emerging technology and applicability and benefit to municipal operations and services.

Knowledge of Intranet and Internet concepts, protocols and connection options.

Knowledge of network security models and methods.

Knowledge of Microsoft networking components such as Windows NT Server, DHCP, WINS, and client server applications.

Knowledge of software licensing standards and tracking systems.

Must be able to work cooperatively with neighboring jurisdictions, government entities, municipalities as well as the public in general.

Knowledge of network backup methods and emergency/disaster recovery for Windows NT servers.

Knowledge of PC virus protection, detection, removal and prevention.

Knowledge of networking, Cisco routers, switches and hubs.

Knowledge of Microsoft Exchange server and unified messaging & communication

Skill in producing complex documentation and technical writing to record network topologies, systems, and security protocols.

Skill in troubleshooting and resolving network connectivity and client hardware and software problems.

Skill in installing, configuring, and upgrading network hardware.

Ability to set priorities under demanding customer service, workload and deadline expectations.

Ability to communicate effectively with staff highly technical concepts to users at all skill and understanding levels.

Ability to teach, guide, instruct and inform as necessary.

Ability to analyze system requirements, prepare budgets and recommendations and make purchasing decisions.

Ability to transport, move, remove, and install a variety of network equipment, components and parts.

Ability to provide responsive and effective customer service in a teamwork environment.

Ability to read, interpret, understand, and apply detailed and complex technical information.

Ability to prepare, present, and analyze reports, staff recommendations, and survey results orally and in writing.

**SPECIAL REQUIREMENTS:**

Must possess and maintain a valid state driver's license or have the ability to obtain one prior to employment.

Flexible work hours with some evening and weekend work. Must be available for emergency work pertaining to the city network and must be able to respond within a timely manner (30 minutes)

Must not have any felony convictions. Must have no misdemeanor convictions within the last 5 years. Due to the sensitive nature of our information, business, and work performed for the city, a thorough background evaluation will be performed. With law enforcement work involved and special technologies, security clearances will need to be maintained.

**TOOLS AND EQUIPMENT USED:**

Personal computer, including but not limited to word processing, spreadsheet, data base, and computer aided drafting; motor vehicle; phone; radio; fax and copy machine.

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

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and smell.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

Great mental effort is required daily with a moderate amount of pressure during an average workday with a constant exposure to deadlines. Evening and weekend work as needed.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet to moderate.

**SELECTION GUIDELINES:**

Formal application, rating of education and experience; oral interview and reference check; successful completion of a comprehensive background check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
City Administrator

\_\_\_\_\_  
Date

Approval: \_\_\_\_\_  
Mayor

\_\_\_\_\_  
Date

Effective Date: 03/25/10

Revision History: NA