



**JOB OPENING/ PROMOTIONAL OPPORTUNITY**

**JOB TITLE:** Systems Administrator

**PAY RANGE:** 70

**HOURLY:** \$23.30 - \$43.28

**DEPARTMENT:** Information Technology

**ANNUAL SALARY:** \$48,471 - \$90,018

**GENERAL DESCRIPTION:**

This position has primary responsibility for the creation, operation and administration of all servers, enterprise applications and systems. This is advanced technical work in design, development, and implementation of telecommunication, network and computer systems, communication and coordination with end users and analysts in defining system specifications to meet the enterprise's needs. The Systems Administrator's role is to ensure the stable operation of the in-house computer software, systems and server specific network connections. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all server OS and infrastructure software and communication links. Manages the implementation of application servers and software including initial installations, patches, updates and upgrades. The employee will also analyze and resolve end user software program and connectivity issues in a timely and accurate fashion, and provide end user training where required. \*Additional roles are to ensure the stability and integrity of in-house voice, data, video, and wireless network services. This is achieved by planning, designing, and developing local area networks (LANs), virtual local area networks (VLANs) and wide area networks (WANs) across the organization. In addition, the Systems Administrator will participate with the installation, monitoring, maintenance, support, and optimization of all network hardware, software, and communication links. This individual will also analyze and resolve network hardware and software problems in a timely and accurate fashion, and provide end user training where required. This will include working with Systems Analysts and the ticket management system to troubleshoot problems and provide oversight and technical support of selected enterprise applications and end-user processes. Ensures the long term stability and security of the City's network, VoIP phone system and assigned enterprise applications. Manages the implementation of network infrastructure servers and services throughout our data centers. Assists in planning the infrastructure resources sufficient to support the growth of applications over their life cycle. Gathers and conveys the knowledge related to the on-going health of enterprise network systems.

**ESSENTIAL JOB FUNCTIONS:** *(Essential functions, as defined by the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

- Administration, maintenance and development of mission-critical infrastructure, including but not limited to:
  - Microsoft Server 2012
  - Active Directory Domain Services (AD DS)
  - Microsoft Exchange and Office 365
  - Microsoft DNS and DHCP servers
  - Print servers and devices
  - iSeries (AS400) and Sungard Applications
  - Hyper-V host servers and VM's
- Conduct installation of new servers and associated applications.
- Conduct installation of networking equipment (routers, switches, access points, etc.) and associated applications. \*
- Assist VoIP support and maintenance. \*
- Document and track work within systems and review and update documentation created by others.
- Research methods or offer suggestions for improved system operation and efficiency.
- Assist in the development of policies and procedures that affect the operation and use of the enterprise network. \*
- Participate and contribute in disaster recovery planning and implementation.
- Resolve problems and answer routine questions without direct supervision.
- Manage projects and priorities of service as defined by management on administrative, financial, and technical issues.
- Keep management informed of opportunities, problems and issues.
- Perform other duties as assigned which are not limited by the description contained herein.
- Conducts research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts.



- Interacts and negotiates with vendors, outsourcers, and contractors to secure software products and services.
- Develops, implements, and maintains policies, procedures and associated training plans for system administration and appropriate use.
- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Establish service level agreements with end users.
- Administer and maintain end user accounts, permissions, and access rights.
- Performs network and security audits as well as system backups.
- Monitors and tests server software performance and provide statistics and reports.
- Reviews network security for problems. \*
- Makes recommendations on Hardware, Software and LAN/WAN integration. \*
- Recommends policies and procedures for systems and network access. \*
- Manages security solutions, including firewall, anti-virus, and intrusion detection systems. \*
- Manages all network hardware and equipment, including routers, switches, hubs, and UPS devices. \*
- Develops, implements and maintains policies, procedures and associated training plans for network resource administration, appropriate use, and disaster recovery. \*
- Monitors and tests network performance and provides network performance statistics and reports as required. \*
- Manages and/or provides guidance to junior members of the team. \*
- Designs and deploys company LANs, WANs, and wireless networks, including servers, routers, hubs, switches, UPS's, and other hardware. \*
- Configures networks to ensure smooth and reliable operation for fulfilling business objectives and processes. \*
- Monitors network performance and troubleshoots problem areas as needed. \*
- Collaborates with executive management and department leaders to assess near and long-term network capacity needs.\*
- Creates and maintains documentation as it relates to network configuration, network mapping, processes, and service records. \*
- Oversees installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices. \*
- Ensures network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances. \*
- Conducts research on network products, services, protocols, and standards to remain abreast of developments in the networking industry. \*
- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information. \*
- Oversees new and existing equipment, hardware, and software upgrades. \*
- Participates in managing all network security solutions. \*
- Performs server and security audits, and assists with system backups and recovery as required.\*

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Considerable knowledge of Windows operating systems with word processing, spreadsheet, database and presentation software.
- Considerable knowledge of communication equipment (modems, switches, routers) and printers, tape drives and other peripherals.
- Considerable knowledge of Windows 7 and Server 2012.
- Understanding of SMTP, SNMP, DNS, Terminal Services, and TCP/IP.
- Understanding of the organization's goals and objectives or ability to acquire the same.
- Knowledge of applicable data privacy practices and laws.



- Proven analytical and problem solving skills.
- Strong interpersonal and oral communication skills.
- Adept at reading, writing, and interpreting technical documentation and procedure manuals.
- Ability to conduct research into software issues and products as required.
- Ability to present ideas and solutions in user friendly language.
- Ability to effectively prioritize and execute tasks in a high pressure environment.
- Considerable knowledge of the operating principles of computer software associated with LAN/WAN network systems.
- Considerable knowledge of the operating principles of computer software/hardware associated with emergency telephonic communications systems infrastructure.
- Considerable knowledge of new technology related to network and emergency telecommunications systems operations and maintenance.
- Ability to manage and direct the day-to-day operation of LAN/WAN and emergency telecommunications networks.
- Knowledge of municipal purchasing principles, practices and procedures or ability to acquire the same.
- Knowledge of network hardware/software interrelationships, including operating system concepts.
- Ability to troubleshoot a variety of network software applications.
- Ability to interpret oral, written, technical information and data dealing with complex variables to identify, analyze and solve problems of considerable difficulty.
- Ability to establish and maintain effective working relationships with officials, department directors, regulatory agencies, employees and the general public.
- Ability to express ideas clearly when providing oral and written reports and recommendations.
- Skill in researching, evaluating, and using new methods and techniques for operational improvements.
- Skill in analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing recommendations in support of goals.
- Frequent use of computer and peripherals, standard software applications, calculator, telephone, fax and copier.
- Problem Solving:
  - Skill in researching, evaluating, and using new methods and techniques for operational improvements.
  - Skill in analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing recommendations in support of goals.
  - Ability to interpret oral, written, technical information and data dealing with complex variables to identify, analyze and solve problems of considerable difficulty.
- Human Resource Management:
  - Skill in planning, organizing, assigning and coordinating the activities of professional and technical staff.
- Communication:
  - Skill in applying appropriate public relations techniques as situations warrant and in forming cooperative relationships with others whom do not have a direct reporting relationship.
  - Ability to establish and maintain effective working relationships with officials, department directors, regulatory agencies, employees and the general public.
  - Ability to express ideas clearly when providing oral and written reports and recommendations on administrative, financial, and technical issues.

**ESSENTIAL PHYSICAL SKILLS:**

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to communicate both verbally and in writing.
- Ability to access input and retrieve information from a computer.
- Workers must be able to lift 50 pounds.
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**Systems Administrator**  
**Information Technology Department**  
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- Work requires lifting, stooping, bending, stretching, walking, standing, climbing, pushing, pulling, crawling, and other physical exertion (Examples of work requiring physical exertion include, but are not limited to, physically handling and/or lifting
- equipment/objects up to approximately 50 pounds, climbing ladders, pulling wire, kneeling and crawling to make repairs, as well as adjusting and/or installing equipment).

**MINIMUM QUALIFICATIONS:**

- Bachelor's degree or equivalent experience required in CIS, IT or related field.
- 2 - 3 years of experience administering Microsoft Active Directory, Microsoft Windows Server 2008 and or Microsoft Windows Server 2012.
- 2 - 3 years of experience with HyperV host servers and VM's enterprise servers.
- 2 - 3 years of senior or administrative networking experience.
- Experience with internet protocols & services such as DHCP, DNS, VPN's, FTP, SFTP, authentication protocols and TCP/IP.
- Working knowledge of virtualization.
- Knowledge of VoIP systems
- Excellent troubleshooting and analytical skills.
- Excellent communication skills and the ability to work well with many individuals in a diverse higher education environment.
- Flexible schedule that will allow for after-hours and weekend/holiday support and being on call during non-scheduled work hours.
- MCSA or MCSE certification
- CCNA certification

**PREFERENCES:**

- Experience with HP Procurve switches.
- Experience with Cisco managed routers.
- Experience with Dell Sonicwall.
- Knowledge of network and cyber security practices.
- Well versed in policy creation deployment and implementation.
- Team player eager to learn, grow, and contribute in a thriving environment

**ENVIRONMENTAL CONDITIONS:**

Works inside an office environment with occasional outside work.

**SUPERVISION RECEIVED:**

Supervision is received from the IT manager or designee.

**SUPERVISION EXERCISED:**

As assigned by IT manager



THE SUNRISE CITY  
**FORT PIERCE**  
HUMAN RESOURCES  
DEPARTMENT  
*Florida*

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IF INTERESTED IN BEING CONSIDERED FOR THIS POSITION AND YOU MEET THE MINIMUM QUALIFICATIONS, PLEASE APPLY AT THE HUMAN RESOURCES DEPARTMENT AT 100 NORTH U. S. 1, FORT PIERCE, FLORIDA, OR YOU MAY DOWNLOAD AN APPLICATION FROM THE CITY'S WEBSITE [cityoffortpierce.com](http://cityoffortpierce.com) AND SUBMIT VIA FAX, EMAIL OR IN PERSON ON OR BEFORE THE CLOSING DATE.

**OPENING DATE:** September 19, 2016

**CLOSING DATE:** Until Filled

THE CITY OF FORT PIERCE IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER