FIRE DEPARTMENT
SANTA CLARA COUNTY

SYSTEMS ADMINISTRATOR

DEFINITION

The Systems Administrator position, under general direction of the Information Technology Officer, supports, and maintains essential IT operations, including hardware, software, operating systems, VoIP, email, applications, monitor to ensure availability of critical systems; in addition, will perform duties relative to the assigned area of responsibility.

This classification is a Fair Labor Standards Act non-exempt, unrepresented position in the Classified Service.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Research, design, test and recommend new Infrastructure Technology Solutions.

- Perform server administration tasks, including user and group administration, group policies, research event log warnings and errors, and resource monitoring.

- Monitor and respond to hardware issues; help build, and test new servers as needed

- Configure and support laptops, desktops, servers, phones, iOS devices, and other hardware equipment, perform software, firmware upgrades, assist with software and patch deployments.

- Support internet, LANs, WANs, Wi-Fi, routers, switches, firewalls, and perform security updates as needed.

- Maintain file servers, shared folders, periodic maintenance of access, and archival of data.

- Resolve assigned Help Desk Tickets, assist in troubleshooting, identify root cause, and provide technical support.

- Perform routine audits of the systems, including all backups; Plan for disaster recovery and update documentation as changes occur.

- Document system architecture, tasks, related processes and train staff as needed on routine tasks.

– Prepare justification and cost estimates for procurement in assigned area of work.

- Manage inventory and assist with IT budget tracking.

- Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: A bachelor's degree from an accredited college or university with major course work in computer science, information systems, network engineering or a related field and three (3) years of increasingly responsible experience with or knowledge of programming languages, and operating systems, enterprise backup and

Education and Experience: (continued)

recovery procedures, system performance monitoring tools, active directory, virtualization, and cloud computing platforms. Applicable experience beyond the required years of experience can be substituted for required education on a year to year basis.

Highly Desirable: CompTIA Server+ Certification

Knowledge Of:

- Expert understanding of the Apple and Windows platforms.

- Server virtualization and monitoring tools.

- Methods and techniques of application development, system design, programming, and software installation.

- Perform advanced programming and systems analysis related to systems administration.

- Principles and procedures of quality assurance and security related to computer information systems.

- Operational characteristics of a variety of computer platforms and operating systems.

- Methods and techniques used in the installation, troubleshooting and maintenance of information systems and software applications.

- Pertinent local, state, and federal codes, laws, and regulations.

- Principles and practices of applications systems programming.

- Intermediate knowledge of Apple and Microsoft Server software.

- Intermediate knowledge of UNIX.

- Intermediate knowledge of networking/Wi-Fi and how to troubleshoot connectivity issues.

- Intermediate knowledge of Apple desktop/laptop/iOS devices.

Ability To:

- Setup, administer, maintain, monitor, and install hardware and software applications.

- Recommend, design, implement, and install computer software applications.

- Troubleshoot, detect, isolate, and resolve information system problems.

- Analyze and assess the technological needs of Department users.

- Independently perform systems analysis activities.

- Install, troubleshoot, and upgrade Department information systems.

Ability To: (continued)

- Evaluate, test, implement, and support new operating systems.

- Monitor, maintain, and administer a variety of operating systems.

- Work irregular and protracted hours, including weekends.

- Work independently, with minimal supervision.

- Establish and maintain excellent, effective, and professional working relationships with those contacted in the course of work.

- Work collaboratively with other team members and Department staff.

- Effectively manage multiple projects and priorities.

- Recognize problems and develop recommendations and solutions.

- Communicate clearly and concisely, both orally and in writing.

Working Conditions/Physical Demands: Work is typically performed in an office environment; contact with staff and the public. Sit for extended periods; frequently stand and walk; normal manual dexterity and eye hand coordination; corrected hearing and vision to normal range; write or type on keyboard; lift, push, pull of weight up to 20 pounds; verbal communication, use of office equipment including computers, telephones, calculators, copiers, printers, fax machine, scanners, etc.

Required License: Possession of a valid, appropriate state of California driver's license.

Pre-Employment Requirements: The candidate will be required to complete and pass a Live Scan fingerprint and background check, and complete a medical examination.