

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: SYSTEMS ADMINISTRATOR II
DEPARTMENT: INFORMATION TECHNOLOGY
REPORTS TO: INFORMATION TECHNOLOGY DIRECTOR

JOB CODE: N/A
DATE: 07/01/10

JOB SUMMARY:

Maintains and manages Information Technology software and hardware, including telephone systems.

ESSENTIAL JOB FUNCTIONS:

Works with IT team with primary responsibility for hardware and software troubleshooting and support.

Manages Server operating systems and Application support, including but not limited to: Windows OS, Linux OS, Microsoft Internet Information Server, Microsoft Exchange, virtual private networks and remote desktop access, mobile (wireless) environments, and off hour support.

Provides advanced technical helpdesk support for hardware and software questions and problems.

Manages Enterprise software patching and upgrades.

Maintains VMware virtualized network infrastructure.

Manage and lead technical projects.

Telephone system maintenance and user management

Enterprise Application Deployments and Group Policy management

Manages backup procedures and business continuity planning

Repairs defective hardware; works with vendors to coordinate repairs as necessary

Creates templates/images; applies current patches and updates.

Performs other related duties as required.

MATERIAL AND EQUIPMENT USED:

Computer Hardware Software Utilities Peripheral Devices
Network Equipment Monitoring and Testing Tools

MINIMUM QUALIFICATIONS REQUIRED:

Bachelors degree in Computer Science or closely related field with 5 or more years experience and responsibility for networked servers, desktop computers, and help desk support; or any combination of education, training and experience that provides the required knowledge, skills and abilities required.

Knowledge of and experience with network design and database management preferred or any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Licenses and Certifications:

Microsoft certifications, MCP, MCSE, or MCITP (preferred)

Drivers License

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Microsoft Windows operating systems.

Microsoft Networking

Microsoft Office

Helpdesk and desktop software and support in a multi-site environment.

Telephone systems and software.

System set-up and software for both desktops and servers.

Skill in:

Customer service, interpersonal, and strong communication skills to include verbal and written.

Mental and Physical Abilities to:

Prioritize tasks, and accomplish a variety of tasks under time sensitive deadlines.

Present information effectively in response to questions from users, vendors, and state and local agencies.

Communicate effectively, verbally and in writing.

Be well organized.

Have good people skills.

Interpret a variety of instructions furnished in written, verbal, diagram, or schedule form.

Perform duties while standing or stooping.

Occasionally lift heavy objects.

Working Conditions:

Work is performed in an office, computer room, stockroom, or warehouse.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.