CITY OF CONCORD
CLASS SPECIFICATION

CLASS TITLE: SYSTEMS ADMINISTRATOR   JOB CODE: 1131
DEPARTMENT: INFORMATION TECHNOLOGY   DATE: 02/08
REPORTS TO: INFORMATION TECHNOLOGY DIRECTOR

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. This includes servers, desktops, and operating system and user application software.

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

Maintains the PBX telephone system; troubleshoots forwarding/dialing/and tone issues; sets up and configures voice mail; contacts vendor as necessary.

Leads the annual PC replacement process by creating templates/images, applying current patches and updates, and distributing new PCs to end users.

Troubleshoots LAN and WAN connectivity issues.

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

Trains city personnel and new users in the use of computers and communications network.

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 plus 2 or more years experience with and responsibility for networked servers and 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. Any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Licenses and Certifications:

Microsoft certifications, MCP, MCSA, MCSE (Preferred)

PBX Management Certification (Preferred)

Drivers License

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Microsoft Windows operating systems.

Microsoft Office

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

PBX equipment.

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

Skill in:

Customer service and interpersonal communication.

Mental and Physical Abilities to:

Prioritize tasks, meet deadlines, and accomplish a variety of tasks under pressure.

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

Communicate effectively, orally and in writing.

Be well organized.

Have good people skills.

Interpret a variety of instructions furnished in written, oral, 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.