

## **Systems Administrator**

The City of Bryant is accepting applications for **Systems Administrator**. Starting annual salary will be between \$46,048 - \$69,073, commensurate with experience. Excellent medical and retirement benefits package included! Applications may be completed online at [www.cityofbryant.com](http://www.cityofbryant.com) or picked up at the Human Resources Department at 210 S.W. 3rd Street, Bryant, AR 72022. A City application must be completed and submitted to be considered for this position. This position closes at 5:00 p.m. on February 10, 2019 or will remain open until filled. The City of Bryant is an Equal Opportunity Employer.

*This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job-related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts the City's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential. These include, but are not limited to: attendance, getting along and communicating well with others, ability to provide great customer service, working a full shift, dependability, leadership, and dealing with and working under stress. Any essential function of this position 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 accommodations for the specific disability will be made for the incumbent/applicant when possible or as required by applicable law.*

### **GENERAL DESCRIPTION OF POSITION**

This is a professional Administrative Staff position responsible for the overall direction of the Information Technology department. Leads efforts to plan, organize, and direct all activities of the department. Manages all aspects of the City's electronic network and computer systems. Responsive internal customer service and consulting support for software and hardware acquisitions for the organization. Reports directly to the Mayor but is responsible for building strong, responsive working relationships with all departments.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Manages the day to day operations of the City of Bryant computers by monitoring systems performance, configuration, maintenance, and repair. Ensures that records of system downtime and equipment inventory are properly maintained. Applies revisions to host system firmware and software.
2. Project long-range goals, objectives, organizational structure and overall direction of the department.
3. Ensure timely completion of work by developing an effective trouble ticket tracking process. Ensure "helpdesk" type requests are prioritized and managed effectively for all departments.
4. Monitor, review and communicate the implementation of the department's strategic plans.
5. Evaluate new technical developments in view of organizational plans and objectives making suggestions to senior level management.
6. Coordinate and facilitate consultation with management and staff to define system requirements for technology implementations.
7. Responsible for upkeep, configuration and operation of City wide computer systems and technology. Manages on-site WIFI connections.
8. Develops procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse.
9. Ensure IT system operation adheres to applicable laws and regulations.
10. Promote and oversee strategic relationship between IT Department resources, vendors and Departments.
11. Work closely with Mayor and Department Heads to develop IT operations budget and ensures operations meet approved budget levels.

12. Stays current with technological developments in systems administration technology and recommends ways for the City of Bryant to take advantage of new technology.

13. Manages the data center and computer host systems including hardware, software and equipment such as air-conditioning systems, UPS (uninterrupted power system) and fire protection.

14. Responsible for maintaining the organizations work-flows.

15. Other duties as assigned by the Mayor.

16. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION AND EXPERIENCE**

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 4 years related experience and/or training, and 19 to 23 months related management experience, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

## **CRITICAL THINKING SKILLS**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

## **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Documentation of training in network design etc.

Certification/experience equivalent to a two year technical degree

## **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Bachelors degree in Information Technology or a related field.

## **SOFTWARE SKILLS REQUIRED**

Advanced: Contact Management, Database, Presentation/PowerPoint, Programming Languages, Spreadsheet, Word Processing/Typing

Basic: 10-Key, Accounting, Alphanumeric Data Entry, Human Resources Systems, Payroll Systems

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under administrative direction, setting up own standard of performance. Virtually self-supervising. Reports to senior management of the organization.

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of major importance which would have considerable effect on the final attainment of multiple major activities and the organization's projects of a large organization component and organization's clientele.

### **MENTAL DEMAND**

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

### **ANALYTICAL ABILITY / PROBLEM SOLVING**

Oversight. Activities covered by expansive policies and objectives, and oversight as to execution and review. High order of analytical, interpretative, and constructive thinking in varied situations covering multiple areas of the organization.

### **RESPONSIBILITY FOR WORK OF OTHERS**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

Supervises the following departments: Information Technology

### **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Regularly responsible for funds, building premises, inventory, or other property owned or leased by the organization and, in addition, may have temporary custody and responsibility of property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above range from \$10,000,000 to \$25,000,000.

### **ACCURACY**

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

### **ACCOUNTABILITY**

#### **FREEDOM TO ACT**

Moderately directed. Freedom to act is given by upper level management guided by general policies and objectives that are reviewed by top management.

#### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Small. Job creates a monetary impact for the organization from \$100,000 to \$1mm.

#### **IMPACT ON END RESULTS**

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

## **PUBLIC CONTACT**

Occasional contacts with patrons on routine matters.

## **EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

## **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular personal computer support, technical help, and/or basic software support, database analysis, level I technician, project coordination, installation and help desk.

## **WORKING CONDITIONS**

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

## **ENVIRONMENTAL CONDITIONS**

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

While performing the functions of this job, the employee is occasionally exposed to work in high, precarious places, outdoor weather conditions, risk of electrical shock. The noise level in the work environment is usually moderate.

## **PHYSICAL ACTIVITIES**

The following physical activities 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 and expectations.

Moderate diversity, moderately physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which requires somewhat diversified physical demands of the employee.

While performing the functions of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; and occasionally required to climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision; color vision; depth perception; and ability to adjust focus.

## **ADDITIONAL INFORMATION**

Operation of Systems in Place Require Knowledge Of Include:

- ? Windows 2008R2 Active Directory using Replicating Domain Controllers
- ? VMWare and All Tools
- ? MPLS and Fiber Data Connectivity
- ? VLAN Layer 2 Switches and Routers
- ? Windows XP, Vista, 7, 8, MAC OS X, iOS, Android, Chrome OS, etc
- ? NAS, iSCSI, Stateful Packet Firewalls
- ? Remote Access Servers
- ? Mobile Device Management
- ? Virtual Cloud Replication
- ? Voip Poe Hosted Services
- ? SQL Servers, 2010, 2008, 2005