

## **Systems Administrator**

The City of Bryant is accepting applications for **Systems Administrator**. Starting annual salary range \$53,650 - \$67,063, depending on experience. Great medical and retirement benefits package included! Applications may be completed online at [www.cityofbryant.com](http://www.cityofbryant.com). A City application must be completed and submitted to be considered for this position. Position closes at 5:00 p.m., June 15, 2023 or 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**

The Systems Administrator is responsible for the maintenance, configuration, and reliable operation of the network, computer systems, servers, related equipment, and software. They install hardware and software, and participate in research and development to continuously improve and keep up with the IT needs of the City of Bryant. They actively resolve problems and issues with computer and server systems and networking equipment to limit work disruptions within the city. They are also responsible for customer service and consulting support, and building and maintaining strong working relationships with all departments within the city.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Responsible for the maintenance, configuration, and reliable operation of computer systems, servers, network equipment, and virtualization.
2. Install and upgrade computer components and software, manage virtual servers, and integrate automation processes.
3. Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
4. Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure.
5. Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.

6. Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
7. Assist in development and implementation of procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse.
8. Responsible for capacity, storage planning, and database performance.
9. Ensure IT system operation adheres to applicable laws and regulations.
10. Promote and oversee strategic relationship between IT Department resources, vendors and other departments in the city.
11. Ensures that records of system downtime and equipment inventory are properly maintained.
12. Stay current with technological developments in systems administration technology and recommends ways for the City of Bryant to take advantage of new technology.
13. Other duties as assigned.
14. 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 12 to 18 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**

Associate or Bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience  
3-5 years of database, network administration, or system administration experience  
Strong knowledge of systems and networking software, hardware, and networking protocols

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

Certifications in Microsoft Servers, VMware, or other network related fields  
Strong knowledge of virtualization, VMWare, or equivalent  
Strong knowledge of Arkansas Legislative Audit IS Best Practices  
Strong knowledge of security, storage, data protection, and disaster recovery protocols

### **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**

Computer software programming, level ii technician support, project management; system analyst and comprehensive computer software support/help and/or web site development and connectivity.

### **WORKING CONDITIONS**

Periodically exposed to such elements as noise, intermittent standing, walking, 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; frequently lift and/or move up to 25 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 Active Directory using Replicating Domain Controllers
- VMWare and All Tools
- MPLS and Fiber Data Connectivity
- VLAN Layer 2 Switches and Routers
- Windows 10, MAC OS X, iOS, Android, etc
- NAS, iSCSI, Stateful Packet Firewalls
- Remote Access Servers
- Mobile Device Management
- Virtual Cloud Replication
- Voip Poe Hosted Services
- SQL Servers, 2010, 2014, 2016