



**Name:** \_\_\_\_\_

**Job Title:** System Administrator  
**Reports To:** Executive Director  
**FLSA Status:** Exempt  
**Prepared By:** Rick Baker  
**Prepared Date:** August 2024

### **SUMMARY**

Installs, modifies, and makes minor repairs to agency personnel computer hardware and software systems, serves as network administrator, and provides technical assistance and training to system users by performing the following duties. Create and maintains system permissions and user accounts.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Inspects agency personnel computer equipment and reads order sheet listing user requirements to prepare microcomputer for delivery.

Installs or assists service personnel in installation of hardware and peripheral components such as monitors, keyboards, printers, and disk drives on user's premises.

Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer.

Work with systems for endpoint device management. Includes software distribution, updates, patching virus protection, and imaging.

Assist with network account creation and troubleshooting.

Enters commands and observes system functions to verify correct system operation.

Responds to staff inquiries concerning systems operation and diagnoses system hardware, software, and operator problems.

Instructs users in use of equipment, software, and manuals.

Recommends or performs minor remedial actions to correct problems.

Provides updates, status, and completion information to manager, problem request tracking system, and/or users, via voicemail, email, or in-person communication.

Replaces defective or inadequate software packages.

Refers major hardware problems for correction.

Serves as system administrator for all agency network infrastructure and software, including add/deleting users, assigning user rights, etc.

Monitor industry trends, technologies, and standards.

Research, recommend, and apply new technologies as they emerge.

Exhibits excellent interpersonal and leadership skills.

Performs any and all other duties as assigned by the Executive Director.

### **SUPERVISORY RESPONSIBILITIES**

Provides direct supervision of IT Staff.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Other qualifications required include the ability to interact well with others, work in a high stress environment, work in a fast-pace environment, have the ability to prioritize and multi-task, be able to resolve interpersonal conflicts and have the ability to work with difficult clients.

### **EDUCATION and/or EXPERIENCE**

A minimum of an associate degree from a college or university is required in a technical area with emphasis on information systems, computer science, technology, or related field, and a bachelor's degree is preferred. A minimum of three years' experience in information systems and various software systems is required. Working knowledge of Microsoft 365, Azure AD, and Microsoft Intune. A combination of education and experience may satisfy these requirements.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **REASONING ABILITY**

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with a variety of abstract and concrete variables.

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

Required to attain all certifications, licenses, and registrations as directed by the Executive Director.

### **PHYSICAL DEMANDS**

The physical demands 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by

this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Work is performed primarily in an office setting. The noise level in the work environment is usually moderately quiet.

Professional and effective communication skills are required. Must be able to meet deadlines. Must be able to be well organized and keep up with the demands of staff and agency computer needs.

**Pay Rate:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

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