

LINN COUNTY CLASSIFICATION

TITLE: SYSTEMS ADMINISTRATOR

NUMBER: 087

APPROVAL ORDER NUMBER: 2022-309

PAY RANGE: 17

DATE: AUGUST 30, 2022

CATEGORY: MANAGEMENT/EXEMPT

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Supports end-user computer systems such as laptops, desktops, monitors, printers, scanners, and additional devices needed by users to successfully complete daily duties. Administers the user desktop operating system and all applications used within each user environment. Excellent communication with all users to quickly resolve issues via communication platforms such as the IT ticketing system, email, text, phone, and frequent in-person communication. Ownership and maintenance of the following systems: email, SPAM, Active Directory, anti-virus, and remote management tools. This position also requires mastery in three additional skills as outlined in Essential Functions.

SUPERVISION RECEIVED: Works under the supervision of the IT Director who assigns duties and evaluates performance.

SUPERVISION EXERCISED: Supervision of other employees is not a responsibility of this position. This position may assist in new employee orientation and training.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain in this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Computer, hardware, and software support; communication via help tickets, email, and phone; onsite support at user workstation, and remote support when applicable. Additional required hardware skills including printers, scanners, and miscellaneous computer peripherals.
2. Email administration, email filtering administration, IT ticketing system administration, active directory administration, anti-virus administration and remote support administration is required.
3. Mastery required in three of the following skills: email phishing simulation; Endpoint Detection and Response (EDR); telecommunications software; inventory management software; Lansweeper network inventory system; Mobile Device Management (MDM); file server administration; computer imaging/cloning tools; other systems as deemed necessary by the IT Director.
4. Continued education and training on computer hardware, software, and operating system needs to ensure the County is at the forefront of technology needs. Attend trainings and classes when new technologies need to be implemented.
5. Management and organization of the IT inventory area and equipment stored within.
6. Clean and organized workspaces, including all areas where work is performed such as personal office area, end-user workstations, server room, and networking locations.

7. Excellent communication skills are required when working with departments, peers, and the IT Director.
8. Establishing goals and meeting deadlines set with IT Director, peers, and users.
9. Strong self-initiative and autonomy are requirements within this position.
10. Develop and maintain effective, harmonious and reasonable work relationships with others.
11. Maintain regular and predictable work attendance.

OTHER FUNCTIONS: This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment of this position. Any one position in this classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in the essential functions of the job classification.

RECRUITING REQUIREMENTS: (Additional specific details may be provided by the specific office or department job announcement, if applicable).

KNOWLEDGE, SKILL AND ABILITY: The following software packages will need to be comprehensively known and utilized within this position: Microsoft Windows 10/11, Microsoft Office 2016-2021, Windows Server 2012-2022. Additional mastery of software packages such as, but not limited to: anti-virus, SPAM filtering systems, network storage systems, email systems, phishing simulation systems, IT ticketing systems, video conferencing systems, computer imaging systems, MDM systems, inventory systems, and other systems as needed.

Skilled in analyzing and correcting desktop hardware, software and networking problems. Ability to work with department heads and elected officials to communicate and deliver requirements set by the IT Department.

Ability to work with minimal supervision. Ability to learn and adapt to current and changing technologies. Ability to communicate effectively, both orally and in writing, with technical and non-technical staff. Ability to communicate projects and daily duties with peers and the IT Director. Ability to establish and maintain a harmonious working relationship with elected officials, County department heads and other County employees. Occasionally, work will need to be performed after hours and weekends per IT Director's request.

EXPERIENCE, EDUCATION AND TRAINING: An Associate's Degree in a computer related discipline from an accredited institution and three years of experience supporting networked computer systems or any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described.

NECESSARY SPECIAL QUALIFICATIONS: Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment. Position requires the ability to complete and maintain Health Insurance Portability and Accountability Act (HIPAA), Criminal Justice Information Services (CJIS), and Juvenile Justice Information System (JJIS) compliance certifications.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed indoors in an office environment and requires the ability to see, talk and hear; sit, stand, walk, bend and stoop; use hands to finger, handle or operate objects, tools and controls; reach with hands and arms and lift or move thirty (30) pounds.