



CLASS SPECIFICATION FOR:

## IT Systems Administrator II

### General Statement of Duties:

Provides full range of administration and support for Active Directory, servers, server clusters, tape libraries server virtualization, infrastructure security, system automation, TCP/IP and networking; performs related work as required.

### Distinguishing Features of Class:

An employee in this job classification works in the County's centralized IT Department and designs, recommends, tests, modifies and maintains operating systems and systems software in server environments; modifies and maintains operating systems and related management software, agents or utility software; and diagnoses and initiates repairs to server OS, centralized storage, virtualization and network problems. Handles routine issues independently; complex issues are handled with guidance and supervision. Work is performed under the direction of the GIS Manager.

### Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Proficiently performs all the tasks, duties and responsibilities of the IT Systems Administrator I level as assigned;
- Designs, recommends, tests, modifies and maintains operating systems and systems software in server environments;
- Monitors server, network and systems performance and proactively makes adjustments as needed;
- Works with vendors as needed to troubleshoot and identify solutions;
- Implements identified approved solutions;
- Provides full range of administration support for Active Directory, servers, server clusters, tape libraries server virtualization, infrastructure security, system automation, TCP/IP and networking;
- Serves as backup Administrator and manages all system and data backup/restore protocols;
- Independently diagnoses and initiates repairs to server OS, centralized storage, virtualization and network problems;
- Services and maintains larger and more complex and varied hardware and peripherals;
- Performs more complex design, configuration and operation of domain, DHCP & DNS networking services;
- Independently diagnoses and initiates repairs to server OS, centralized storage, virtualization and network problems;
- Works with vendors as needed to troubleshoot and identify solutions;
- Creates, updates and maintains required system documentation;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- Maintains a current in-depth working knowledge of database development, management and optimization as well as related hardware, software and peripherals used by the County;
- Attends all scheduled training and meetings;
- Performs other duties as assigned.

### Required Knowledge, Skills and Abilities:

Requires sound working knowledge of server and hardware management theory and practice; considerable working experience in server, virtualization and storage technologies; requires sound working knowledge of server OS and storage connectivity; sound working knowledge of design, configuration and operation of domain, DHCP & DNS networking services; sound troubleshooting and diagnostic skills; basic working knowledge of assigned module or functionality of an enterprise system; strong working knowledge and understanding of County's operational needs and end-users' needs related to assigned centralized hardware, systems, software for servers (physical and virtual) along with storage connectivity; strong computer skills with good problem solving/troubleshooting skills and the demonstrated ability to synthesize data provided by end users, identify technical issues, identify and implement appropriate resolution to solve a variety of technical issues; excellent interpersonal and communication skills with the ability to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; ability to create and maintain accurate technical documentation; excellent interpersonal and communication skills with the ability to partner effectively and establish and maintain a good working relationship with IT staff and County staff; strong computer skills with ability to proficiently use computer and typical business software and applications as well as related peripherals and wireless devices; physical condition that permits the activities necessary in and inherent to the assigned duties such as manual dexterity; personal accountability including teamwork and establishing and maintaining positive relationships with IT staff and



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department staff Countywide; ability to work independently and recognize when to elevate issues for guidance or resolution; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County and IT Department with end users in various department Countywide. May occasionally require ability to work a flexible schedule or work at various locations Countywide as needed.

### Minimum Education and Experience:

Education: Two-year degree in a relevant IT field; A+ Certification preferred;

Experience: Two (2) years of relevant work experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to provide support at various locations Countywide.