



CLASS SPECIFICATION FOR:

IT Systems Administrator III

General Statement of Duties:

Provides full range of maintenance, support, planning, deployment and upgrades for County systems and services, virtual infrastructure and servers, physical servers and other server hardware, centralized storage arrays, data centers/computer rooms, business continuity and disaster recovery, data retention, backup & recovery; performs related work as required.

Distinguishing Features of Class:

An employee in this job classification works in the County's centralized IT Department and provides ongoing and complex support for County systems and services, virtual infrastructure and servers, physical servers and other server hardware, centralized storage arrays, data centers/computer rooms, business continuity and disaster recovery, data retention, backup & recovery; 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 complex issues with minimal oversight. Work is performed under the direction of the IT 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 and II levels as assigned;
- Provides ongoing, regular maintenance, support, planning and deployment/upgrade for all County systems and services affecting users, staff & citizens, such as virtual infrastructure and servers, physical servers and other server hardware, centralized storage arrays, data centers/computer rooms, business continuity and disaster recovery, data retention, backup & recovery to industry standards and best practices;
- Provides ongoing, regular maintenance, support, planning and deployment/upgrade for systems affecting users & citizens, such as disaster recovery, data retention, backup & recovery, CAD (Computer Aided Dispatch, Public Safety departments);
- Administers, configures and maintains storage infrastructure;
- Develops, maintains and manages effective customer relationships to facilitate strategic technology and infrastructure planning reporting and forecasting;
- Works closely with other departments and collaborates with other IT staff to plan and implement IT developments;
- Proactively seeks to streamline business processes by working collaboratively with clients and IT staff;
- Oversees vendor/contractor services
- Works on special projects as assigned;
- May lead special project teams;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- Maintains a current comprehensive 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 advanced working knowledge of server and hardware management theory and practice; advanced knowledge, experience and support with servers, virtualization, storage and security, TCP/IP, routing, web filtering, bandwidth, quality of service techniques; requires advanced working knowledge of server OS and storage connectivity; advanced working knowledge of design, configuration and operation of domain, DHCP & DNS networking services; advanced troubleshooting and diagnostic skills; advanced working knowledge of assigned module or functionality of an enterprise system; thorough working knowledge and understanding of County's operational needs and end-users' needs related to assigned servers, server clusters, OS, tape libraries, storage arrays, server virtualization, infrastructure security, system automation, TCP/IP, DHCP & DNS networking services, and networking; 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; critical thinking skills with the ability to problem solve and make sound decisions, including but not



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limited to under pressure; 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; excellent collaboration skills; 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; sound project management skills sufficient to manage assigned project and related resources to completion; ability to multitask and effectively manage competing priorities and make sound decisions; personal accountability including teamwork and establishing and maintaining positive relationships with IT staff and 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; relevant certification such as MCSA, MCSE, VCA, VCP, VCAP, RHCSA, RHCE or equivalents desired, not required;

Experience: Four (4) 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.