City and Borough Sitka, Alaska

Class Specification

Class Title	System Administrator
Class Code Number	1070
FLSA Designation	Exempt (Administrative)
Pay Grade and Range	32
Effective Date	07-01-2015

General Statement of Duties

Provides technical support to City departments in the implementation and upkeep of information systems. This includes all Information Technology (IT) operations to meet customer requirements as well as the support and maintenance of existing applications and development of new technical solutions.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure effective and efficient use of computer technology within the municipal government. The work is performed under the direct supervision of the Information Technology Director but leeway is granted for the exercise of independent judgment and initiative. An employee in this class performs the duties of other employees in the Information Systems Department as required or as assigned by supervisory personnel. In the absence of the Information Technology Director, an employee in this class may temporarily assume full responsibility for assigned duties of the Director. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees, outside vendors and the public. The principal duties of this class are performed in both a general office environment and at various work sites throughout the City and Borough.

Examples of Essential Work (Illustrative Only)

- Maintains local area network (LAN), wireless local area network (WLAN), and Campus Network, including switches, routers, and firewalls;
- Develops and maintains server environments;
- Develops, executes, and maintains back up procedures for critical systems;
- Assists in the maintenance and execution of the City's information security policy;
- Assists in the installation of PCs, which includes maintenance of hardware and software, including desktop computers, Microsoft Windows and Microsoft Windows applications and related packages;
- Reviews operational systems for compliance to standards and flexibility to meet future needs;
- Performs troubleshooting and maintenance duties on existing hardware and software systems;
- Trains City and Borough employees in the use of computers and related systems;

- Analyzes current computer and information systems and recommends design changes, program implementation and appropriate purchases and/or upgrades as necessary;
- Establishes appropriate systems methods through project planning, system analysis, program development and implementation;
- Analyzes and defines information technology needs within City and Borough departments;
- Conducts market research and makes recommendations as to purchases, installations and development of computer systems;
- Performs cost benefit analysis of computer and information systems;
- Identifies alternate systems approaches, develops recommendations, prepares reports and makes presentations to users;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Comprehensive knowledge of computer and information systems;
- Comprehensive knowledge of computer related products, including all applicable hardware and software;
- Comprehensive knowledge of the current practices and principles involved in the installation, repair, customization and implementation of computer and information systems;
- Ability to manage a data processing environment involving a computer system with multiple users;
- Ability to study, analyze, comprehend and makes recommendations as to technological needs;
- Ability to coordinate computer functions and City and Borough department needs;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree or equivalent in Management Information Systems, Computer Science, or a closely related field; and
- Considerable experience in the implementation of information systems; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe information systems;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computers and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in a general office experience.

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