



## Grand Traverse County, MI Job Description

### IT System Administrator

#### GENERAL SUMMARY

We're seeking an experienced systems administrator who's eager to use and grow his or her technological skills. In this role, the successful individual will protect our critical information, systems, and assets, build solutions, implement new software and hardware, provide training, and assist in the development of an overall IT strategy. From early on, you'll help empower our breakthrough innovations, be given challenging assignments, lead initiatives, and take ownership and responsibility. Our ideal candidate will be passionate about applying their skills to a technology-based business model that creates real-world solutions for Grand Traverse County.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

This position may require irregular hours. It may also require travel by the employee in the employee's vehicle.

#### PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization
- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure
- Perform regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Assist with desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved promptly with limited disruptions
- Responsible for capacity, storage planning, and database performance
- Implement and maintain an automated method to synchronize Microsoft Active Directory, Azure Active Directory, Active Directory Connect/Active Directory Federated Services

#### EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Associate or bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required
- 2-4 years of database, network administration, or system administration experience
- System administration and IT certifications in Linux, Microsoft, or other network-related fields are a plus
- Working knowledge of virtualization, VMWare, or equivalent

- Strong knowledge of systems and networking software, hardware, and networking protocols
- Experience with scripting and automation tools
- A proven track record of developing and implementing IT strategy and plans
- Knowledge of implementing technology best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols

### CERTIFICATIONS, LICENSES

- Depending on the assignment, it may require a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.
- Certification in server administration and SQL administration.
- Certification as a network engineer preferred.
- Certifications must be kept up to date as new server operating systems and database versions are released.

**CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

### DISTINGUISHING CHARACTERISTICS

Work involves the development of new guidelines and techniques, establishing criteria or developing new information where guidelines may not exist for all situations and considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances and to make decisions in major areas where there may be uncertainty in approach, methodology, and interpretation. Errors at this level could cause serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and/or negative media reaction and could impact others outside of a department and may require the intervention of an agency head to resolve.

Compared to the IT Technician – Applications classification, work is primarily focused on server administration and support.

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS**

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as personal computers and peripherals)

**KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES** (minimum requirements)

- Thorough working knowledge of wide-area and local area network technologies  
Advanced knowledge of security systems
- Advanced knowledge of multiple operating systems and platforms, internet, and related technologies
- Proficient in the operation of personal computers, its components, auxiliary equipment, and its interaction with other computer hardware
- Proficiency in English grammar, spelling, punctuation Knowledge of mathematical techniques applicable to the work
- Interpersonal skills are necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and vendors.
- Knowledge and ability to use a personal computer to perform required duties, as well as prepare reports, maintain records, search for and compile data
- Skill in operation of modern office equipment such as a personal computer, facsimile, copiers, scanners, and telephones
- Skill in researching and resolving problems to ensure compliance
- Skill in assessing clients' needs and in assisting clients to seek solutions to problems
- Ability to install cable and connectors, configure hardware, network connections and any software that will be utilized
- Ability to comprehend, review and analyze complex data and follow complex instructions
- Ability to assess and provide training and guidance within an area of specialized knowledge
- Ability to interpret and explain complex computer operations and applications in layman's terms
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to use County resources effectively and efficiently