



CITY OF OTHELLO IT SYSTEMS ADMINISTRATOR JOB DESCRIPTION

JOB TITLE:	IT Systems Administrator	
REPORTS TO:	IT Director	
FLSA STATUS:	Exempt	
CLASSIFICATION:	Non-Union	
PREPARED BY:	Abner Garza, IT Director	DATE: May 23, 2024
APPROVED BY:	Shawn Logan, City Administrator	DATE: May 23, 2024
SALARY RANGE:	\$60,000-\$85,000 DOE	

Position Overview

Under the supervision of the Information Technology Director, works and performs a variety of detailed technology and computer support services affecting the organization, including analysis and maintenance of the City network, mission critical servers and operating systems; software identification, procurement, and installation. Administrate, configure, and maintain cloud-based systems and applications. Responsibilities include providing skilled technical support for PC hardware, desktop operating system and desktop application software necessary for the day-to-day operation and maintenance of the City's computer systems. Normal working hours 8am-5pm

Essential Duties & Responsibilities

The duties and responsibilities listed below are intended only as examples of the various types of functions that may be performed. The omission of specific duties and responsibilities does not exclude them from the position if work is similar, related or a reasonable assignment of the position.

- Maintain Windows Server environment, ensuring that each server has 99.9% uptime.
- Configure, manage and/or administer hardware and systems to include network infrastructure, switches, routers, and firewalls.
- Troubleshoots problems with networks, cloud services, mail services and all overall aspects of City owned technology infrastructure.
- Monitors system logs and activities on all servers and devices.
- Maintain library of documentation of computer systems and operations design and operation. Log changes made on systems.
- Within broad guidelines outlined by the IT Director, schedule work to be done.
- Locate, recommend, order parts, materials, equipment, and software for maintaining and enhancing the computer operation. Coordinate with personnel in all departments of the City in determining installation and maintenance priorities.

- Perform Help Desk duties to ensure customer service expectations are met.
- Resource management including server, network, and desktop/laptop performance
- Network security administration for Firewalls, VPN for remote sites and users, and system configuration automated methods.
- Installation of network wiring and infrastructure.
- Maintain and upgrade IP security cameras and server.
- Work with the IT Director on hardware and software replacements, upgrades and purchasing.
- Other duties as assigned by the IT Director
- Predictable and regular attendance required.
- Independent judgment and discretion required.
- Maintain, support, and update audio/video equipment.
- Keep a clean work environment
- Wire, punch down, and test cat6 installations

Knowledge, Skills and Abilities Needed

- Virtual Environments such as Hyper-V, Nutanix AHV, VMWare
- Microsoft products, including current versions of Windows, Office, Exchange, SQL, Hyper-Converged technologies, O365/M365, Microsoft Licensing.
- Active Directory, DFS, DNS, and DHCP
- City Backup infrastructure – Veeam/Rubrik, including offsite and Disaster Recovery
- Cisco Meraki Networking Firewalls and Switches
- Networking in a LAN/WAN environment
- Manage Intrusion Detection System
- Security information and event management
- Mobile devices and MDM
- Cloud computing and Cloud software
- Software distribution
- VOIP telephony
- Connectwise Automate

Required-

- Ability to handle multiple jobs at one time and be able to work under pressure
- Ability to learn new skills quickly
- Ability to organize and apply logic
- Ability to handle confidential material
- High level of customer service for our staff and vendors
- Ability to sit and operate and keyboard for extended periods of time
- Ability to lift up to fifty (50) pounds, to climb ladders and to crawl, twist, and pull
- Dexterity of hands and fingers to operate computer equipment; visual acuity to observe equipment operation and hearing and speaking to exchange information.
- Requires a valid Washington State Driver's License and a driving record acceptable to the City.
- Must be U.S. Citizen or legally eligible to work in the United States and successfully pass WSP WATCH background check and a thorough national finger-printed criminal background check.
- After hours work is sometimes required.

Qualifications- Preferred, not required

- CompTIA Server+
- CompTIA Security+
- MSCE and/or CCNA

Education, Experience and Other Requirements

Minimum Education and Experience:

- High School Diploma/GED and the equivalent of four years of college-level coursework in technology or related field

Work Environment

Work is performed both in an office and in the field. City of Othello is a growing government agency with a total of 70 end users and around 150+ devices. Because of the size of this agency this position has a wide range of tasks from pulling cat6 cable to managing servers. This is a technology wide career to build, configure, and maintain all technology systems that affect the City of Othello. With an agency like ours we have a great working staff where we have potlucks, birthday celebrations, and events that bring staff together! We have great benefits, fun time, and flexibility. Training on specific areas such as Microsoft Active Directory, Nutanix AHV, Powershell, and others are available.

Additional Information

The City of Othello is an Equal Opportunity Employer.

Reasonable accommodation will be made as required by the Americans with Disabilities Act to enable a person with a disability to perform the essential functions of this position.

The employment application is available at <https://www.othellowa.gov/jobs>

Position open until filled. Submit application, cover letter, and resume to tmorelos@othellowa.gov or deliver/mail at 500 E. Main Street Othello, WA 99344

Declaration

I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position. I attest that I am able to perform the essential job functions as outlined with or without any reasonable accommodations.

Applicant's Signature