



CITY OF GRANTS PASS, OREGON
CLASS SPECIFICATION
SYSTEM ADMINISTRATOR

FLSA Status : Exempt
Bargaining Unit : GPEA
Salary Grade : G60

CLASS SUMMARY:

The Systems Administrator is the second level in a two level Technical Support Information Technology Series. Incumbents are responsible for installing, configuring and maintaining all database systems; implementing new systems and upgrades; monitoring and maintaining database system security/backup measures; developing and maintaining intranet web portal; and SQL server and Exchange administration. The System Administrator will handle service requests, determine type and frequency of disaster recovery testing, determine roll out method of software system upgrades, monitor and adjust server settings, and select Exchange system component configurations.

The Systems Administrator is distinguished from the Computer Services Technician by its focus on development, implementation and security of the City's database systems and application servers.

CORE COMPETENCIES:

- ***Integrity/Accountability:*** Conducts oneself in a manner that is ethical, trustworthy and professional; demonstrates transparency with honest, responsive communication; behaves in a manner that supports the needs of Council, the citizens and co-workers; and conducts oneself in manner that supports the vision and goals of the organization taking pride in being engaged in the community.
 - ***Vision:*** Actively seeks to discover and create ways of doing things better using resources and skills in an imaginative and innovative manner; encourages others to find solutions and contributes, regardless of responsibilities, to achieve a common goal; and listens and is receptive to different ideas and opinions while solving problems.
 - ***Leadership/United:*** Focuses on outstanding results of the betterment of the individual, the organization and the community; consistently seeks opportunities for coordination and collaboration, working together as a team; displays an ability to adjust as needed to accomplish the common goal and offers praise when a job is done well.
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ESSENTIAL CLASS DUTIES: These duties are a representative sample; position assignments may vary.

- Monitor the performance of the database systems; prepares recommendations for correction of problems and improvement in performance.
- Develop, test and maintain business continuity and disaster recovery plans and procedures to determine if backup exceptions exist, most effective method of recovery, and type and frequency of disaster recovery testing.
- Coordinate version upgrades of major software systems and determine the roll out methodology based on upgrade complexity.

*Employees of the City of Grants Pass uphold the values of
Integrity, Vision, Accountability, Leadership, United and Excellence in our service to our community.*

- Develop and maintain City Intranet Web Portal (SharePoint).
 - Monitor and adjust SQL server settings per performance and storage requirements and optimize use of programming and query tools to meet user data reporting requirements.
 - Administer the Enterprise messaging system (Exchange).
 - Assist support technicians to resolve Help Desk support requests determining priority by nature and severity of request.
 - Performs other duties of a similar nature or level.
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Training and Experience (positions in this class require):

An Associate's Degree (Bachelor's preferred), preferably in Computer Science, Information System, Math or Sciences, and five years of related experience, two years of which must include database systems experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class require):

- Oregon Driver's License – Class C
 - Criminal Justice Information Systems (CJIS) certification within 60 days of hire
 - Current Microsoft certifications, e.g. MCTS 70-662, preferred
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Knowledge (positions in this class typically require):

Knowledge of:

- Current recognized industry standards in business continuity methodologies and preparedness procedures, software system architectures and platform-specific configuration requirements;
 - Current recognized industry standards in systems backup and recovery procedures; active directory, LDAP, virus protection, intrusion detection, VPN's and SSL certificates;
 - Microsoft domains and domain authority;
 - Relational database management systems and structured query language (SQL);
 - Computer network hardware and software; and
 - Applicable Federal, State, and local laws, rules, and regulations.
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Skills (positions in this class typically require):

Skill in:

- Microsoft Windows Server 2003, 2008 and 2012;
 - Linux (CentOS 5x);
 - Other Operating Systems (OS's) such as OS400;
 - MS Exchange E-mail transfer protocols (SMTP, POP, IMAP), and related technologies;
 - Use of software monitoring and diagnostic tools;
 - MS SharePoint implementation and operation;
 - Problem solving and troubleshooting; and
 - Oral and written communication.
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Physical Requirements:

Positions in this class typically require: grasping, fingering, feeling, talking, hearing, seeing, repetitive motions, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, and lifting.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises, disruptive people, and travel.

Positions in this class require regular attendance and punctual employee presence. Incumbents will be required to travel to job sites and may be required to work hours in excess of 40 in a work week.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. When job duties and responsibilities change and develop, this job description will be reviewed and is subject to change based on business needs of the City.

The position requires successful completion of a full Public Safety background investigation.

Classification History:

Adopted by Council December 3, 2014, Resolution No. 14-6272
Revised July 12, 2016; June 22, 2018