City of Bellingham
Classification Specification - Civil Service

CLASS TITLE	**System Administrator**
DEPARTMENT	**Interdepartmental**
UNION:	**1937**
SG:	**116**
CS:	**Yes**
FLSA:	**Y**
EE04|SOC:	**TE|15-1244**

NATURE OF WORK:

Responsible for systems administration, service coordination and consultative support for assigned technology areas and related systems, services and hardware. Performs technical evaluation, installation, maintenance, and support under general supervision. Provides leadership in researching and identifying appropriate technology solutions to business function needs and requests. Draws from expressed needs and solution requirements of all clients at all levels of the organization. Coordinates with service vendors and City departments on implementation and maintenance of assigned systems. Collaborates with application/database/network technical staff to engineer and implement solutions. Researches and recommends best practices and new technologies. Provides back up support for enterprise systems as assigned. Develops detailed requirements, analysis and recommendations on potential software and hardware acquisitions.

DISTINGUISHING CHARACTERISTICS:

The System Administrator works directly with computer hardware and software, including installation, maintenance, and data retention and recovery. Incumbents typically install and update software, manage assigned servers, resolve problems with assigned computer systems, evaluate and optimize a system for effective performance, ensure compliance with security best practices, manage desktop and mobile equipment, and provide global system update automation.

This position is distinguished from the Technical Support Specialist II by the primary focus on providing day to day administration and support for one or more assigned systems or service areas across the enterprise. The System Administrator will provide technical leadership by creating documentation, technical references for changes in the system and operational procedures for technical staff support of the system and devices.

The System Administrator is distinguished from System Analyst positions by the latter's focus on providing ongoing leadership and project management in analyzing, researching and identifying appropriate enterprise technology solutions for significant business function needs in addition to developing, modifying and implementing solutions to complex applications problems and performing systems management and integration. The Systems Administrator will develop standards and device solutions at an enterprise level to support the business solutions implemented and supported by the Systems Analyst and Systems Process Analyst.

SUPERVISORY RELATIONSHIPS:

This position reports to supervisors or managers in various departments as assigned. Works independently in performing job duties. Works under applicable City and departmental policies, procedures and guidelines. Provides technical guidance and serves as lead worker for assigned technology areas and related systems, services and hardware.

ESSENTIAL FUNCTIONS:

1. Responsible for administration, maintenance, day-to-day security and advancement of assigned information systems technology, applications and associated hardware. Provides high level, detailed, consultation, technical support and troubleshooting for assigned technology and systems. Serves as administrator for assigned applications. Develops technical support procedures for assigned device types and/or systems and recommends changes and improvements. Provides instruction on procedures and use of systems software.

2. Ensures the ongoing integrity and security of assigned information systems. Researches, recommends, tests, implements, configures and maintains assigned information systems and other technologies using approved best practices. Configures automation routines using scripting and other programming languages as needed. Performs installation of system patches, upgrades and fixes. Evaluates performance and implements continuous process improvements.

3. Analyzes problems with assigned systems and associated hardware; serves as primary resource for troubleshooting complex and unusual problems. Implements courses of action to address problems. Recommends significant changes to system administration or configuration to management before deploying the solution.

4. Maintains close working relationships with vendors to ensure systems and devices are configured and deployed effectively and to identify and solve system-wide or solution deployment problems. Works with vendors to ensure that system/device service contracts are fulfilling the city's business requirements and makes recommendations to management on significant contract or device changes. Troubleshoots problems, makes corrective changes to existing configurations through consultation with vendor. Attends user meetings with vendors as needed.

5. Communicates with City staff at all levels of the organization including IT staff, department customers, and end-users to provide excellence in service delivery.

6. Develops or contributes to the development of requests for information (RFI's) and requests for proposals (RFP's). Reviews proposals or bids to ensure that vendors meet minimum requirements, provides an analysis of software systems, and assists with software selection process. Performs cost benefit analysis as needed. Participates in project development, planning, budget preparation and monitoring, testing,

implementation, communication and training, as assigned. Administers ongoing contracts with vendors and other service providers for assigned systems and technology.

7. Develops and maintains technical documentation, standards and references related to assigned technology systems, applications and equipment. Creates, maintains and provides training and technical guidance on operational support procedures for assigned technology areas, systems and devices.

8. Stays current with developments, trends, procedures and changes in assigned systems and technology. Recommends upgrades, changes and new software purchases consistent with department and City needs.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature and level as assigned.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

Knowledge:

- Comprehensive knowledge, ability and skill in managing desktop and/or mobile technology systems and connectivity using industry standard methodologies and management tools.
- Comprehensive knowledge, ability and skill in utilizing Microsoft system, server, authentication, and device management technologies.
- Knowledge and ability in managing servers using industry standard methodologies and management tools.
- Considerable knowledge of generalized web application use (e.g. web-connectivity, proxies, authentication models, etc.)
- Considerable knowledge of scripting and administration via PowerShell.
- Knowledge of setup and configuration of client computers, mobile devices, software and peripherals.
- Strong knowledge of current Microsoft Windows, and depending on assignment, Apple iOS and Google Android, operating systems.
- Strong knowledge of client technology support of client computers, mobile devices; peripherals, printers, wireless networking, broadband communications and virtual private networks.
- Working knowledge of industry standard methods for deploying hardware and software in a complex multi-site enterprise environment.
- Comprehensive knowledge of assigned software application packages, such as: Department business systems, Office 365 (including Microsoft Office Suite), client web browsers, etc.
- Knowledge of the functions of City departments, standard City office operations and interdepartmental working relationships.
- Knowledge of principles and procedures related to IT Service Management (ITSM) using industry standard frameworks such as the Information Technology Infrastructure Library (ITIL).

Skills:

- Excellent customer service and interpersonal skills for establishing and maintaining effective working relationships with City staff, division staff and computer vendors.
- Excellent written communication skills for corresponding with City employees and vendors, and to collaborate with technical staff throughout the City.
- Good researching, planning, organizing, problem-solving, and time management skills.
- Strong skills in Security incident response and management. Understanding of CIS critical controls.
-

Ability to:

- Interpret and manage software licensing documents, related budgets, systems usage, and asset tracking.
- Understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents; and to develop compliance programs as needed.
- Manage project budgets and staff resources.
- Ability to maintain security and confidentiality of systems and records while adhering to security policies and procedures
- Ability to maintain a virtual server environment
- Ability to comprehend and resolve the problems experienced by staff using software application programs.
- Ability to use diagnostic tools to troubleshoot software/hardware problems.
- Ability to research and comprehend technical information and apply that information to solving software and hardware problems.
- Ability to work with and interpret needs for a variety of user departments.
- Ability to work independently with minimal supervision.
- Ability and willingness to maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Ability to edit/review work of others for potential content issues/concerns.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Ability to maintain consistent and punctual attendance.
    - Physical ability to perform the essential functions of the job including:
    - frequently transport objects weighing approximately 25 pounds;
    - frequently install computer hardware and peripherals under desks and in confined spaces;
    - frequently operate a computer, associated peripherals and other standard office equipment;
    - diagnose and resolve technical problems with computer displays and to assure proper operation of computers, hardware and software;
    - accurately exchange information in person and by telephone;
    - mobility to move between worksites;
    - ability to sit or stand for long periods of time.

WORKING ENVIRONMENT:

Works extensively at a computer workstation. The work performed is in an office environment with frequent visits to customer's worksites. The person in this position moves client computers and peripherals from one location to another.

EXPERIENCE AND TRAINING REQUIREMENTS:

- B.A. degree in computer science, information systems management, applied networking, mathematics or related field and:
- Four years of experience supporting client computer software and hardware in a multi-site network for a business or municipal environment required, and
- Two years of experience providing support and administration for major applications in a complex environment required.

OR

- An A.A. degree in computer technology or related field and:
- Six years of experience supporting client computing activities in a business, municipal, or other governmental environment, and
- Two years of experience providing support and administration for major applications in a complex environment.

- Depending on assigned position, experience with specific applications will be preferred.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal background check.
- Some positions may require a background check to include fingerprinting and a polygraph examination. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Must submit a three-year driving abstract prior to hire.
- Some positions may require agreement to and signature of a Privileged Access Confidentiality Agreement.
- Some positions may require willingness and ability to work evenings and weekends as needed.

PREPARED BY: A. Sullivan
3/23

REVIEWED BY:

Elizabeth Monahan,
Human Resources Director

COMMISSION ADOPTION: March 8, 2023