GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501

POSTED: APRIL 29, 2016
REVISED: JUNE 27, 2016
OPEN UNTIL FILLED

DEPARTMENT: **Information Technology**

POSITION: **IT Systems Administrator**

LOCATION: **Globe**

JOB CODE: **16-031**

ANNUAL SALARY: **$48,384-$54,191 DOE**

PURPOSE OF THE JOB

The purpose of this position is to ensure the effective operation of the network, hardware and software of the information technology systems. This position designs, tests, evaluates, and manages information technology systems, performing a wide range of duties relating to networking, hardware and software. Contact with customers and suppliers also forms part of the role.

SUPERVISORY RESPONSIBILITIES

This position occasionally assigns activities to other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
• Administers Windows servers within the County network and conducts related installation, configuration and maintenance; ensures all system updates are regularly performed.	20%
• Performs analysis/troubleshooting, system monitoring and administration of IP phone system and Unity Voicemail, providing maintenance, and support, as required.	10%
• Administers exchange email system; installs, configures and initiates exchange servers; provides on-call support for end users; monitors and analyzes email server software, system usage, and plans for growth/increases in capacity; and resolves problems affecting messaging systems.	10%
• Installs and maintains SQL database servers.	10%
• Manages system backup functions; designs and implements disaster recovery plans for operating systems, databases, networks, servers and software applications.	15%
• Helps monitor and maintain the helpdesk support system.	10%
• Maintains and monitors the VMware.	15%
• Distributes and monitors server storage space allotments; sets up Active Directory, related policies, security, and batch files; provides support for various hardware, software, and equipment issues and problems, as well as service or maintenance for server equipment and systems; coordinates with outside vendor technical support to resolve operating issues; inputs new telephones, voice mails, call attendants, and attendant consoles; stays abreast of latest telephone technology; conducts network asset management functions, including maintenance of network component inventory; analyzes system/application usage; recommends, schedules and performs software improvements; adds/removes new and existing end user accounts; develops, implements and maintains technology policies and training for end users; ensures they are performing properly; analyzes, troubleshoots data or performance issues.	10%
• Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position reviews, edits and provides recommendations on department level budget.

PROJECT RESPONSIBILITIES

Initiates, communicates, reviews and approves project resources involving technology projects.

ORAL COMMUNICATION DUTIES

This position trains colleagues, explains County procedures or processes and responds to public inquiries.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents, internal memos, emails, reports and proposals.

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INTERACTIONS WITH THE GENERAL PUBLIC

Interacts extensively with employees, customers, the general public, vendors, regulatory bodies, and other groups and/or individuals and Institutions over the telephone, by email, and/or in person.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Always (More than 85% in a year)

MINIMUM EDUCATION REQUIRED

Associate's Degree in Information Technology or a related field.

MINIMUM YEARS OF EXPERIENCE REQUIRED

Four (4) years systems administration experience; or equivalent combination of education, training and experience.
A valid Arizona Driver's License.

PROFESSIONAL CREDENTIALS REQUIRED

Microsoft Certified Solutions Expert (MCSE).

KNOWLEDGE REQUIRED

Database management, server technology, customer and personal service, telecommunication technology and Information Technology.

SKILLS REQUIRED

Customer service, problem recognition, problem solving, evaluating systems, troubleshooting, installing / repairing, programming and multi-tasking.

ABILITIES REQUIRED

Solve problems sensibly and swiftly, multi-task, react in a calm and timely manner, maintain oratory ability under stressful situations, consider options, risks and benefits.

PHYSICAL DEMANDS

- This position regularly sits to operate computers and operate special equipment.
- Regularly lifts up to 50 lbs.
- Constantly requires dexterity for keyboard operation.
- Incumbents in this position may constantly be required to walk, bend, crawl, kneel, twist, to attend to cables, wiring and computer ports to complete tasks.

WORK ENVIRONMENT

Incumbents in this position generally works in an office environment. Incumbents in this position may constantly spend time in lobby environment, computer server room(s), computer laboratory and may routinely spend time in tight spaces. Incumbents regularly spend time in automobile.

SAFETY RISK EXPOSURE

Incumbents in this position are generally not exposed to safety risk. On rare occasions, incumbents in this position may become exposed to electrical hazards and routinely to noise and vibration.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can result in unfavorable public perceptions and legal ramifications.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.