



JOB DESCRIPTION

Title: **IT SYSTEMS ADMINISTRATOR**
Department: Information Technology
Class Code: 1820
FLSA Status: Exempt
Effective Date: July 1, 2022

GENERAL PURPOSE

Under the direction of the IT Support Supervisor, is responsible for providing primary support for Public Safety. This will include systems configuration, operations, communications, and maintenance of equipment, including servers, desktops, laptops, and mobile devices related to public safety operations.

ESSENTIAL DUTIES

- Performs general systems administration duties for all public safety systems including Versaterm, Tableau, Police Internal Affairs server, Panasonic Arbitrator, Axon body cameras, Casecracker system, Netmotion, EasyStreetDraw, MDM Software, fingerprint machines, and Spillman as needed.
- Works closely with the Network Administrator to maintain network communication with public safety software and ensures the communication traffic is adhering to CJIS and UCJIS guidelines and performs CJIS audits when they occur.
- Acts as the primary support contact for Public Safety and maintains related equipment and inventory.
- Maintains all technical aspects of the Versaterm software such as customizing Mobile Data Terminals (MDT) layouts, statue codes, correcting citation errors, and working with the agencies hosting the Versaterm servers to resolve issues as they arise.
- Maintains the MDM policy and software solution required by the CJIS/UCJIS policy.
- Performs new Police Officer and Firefighter setups, including security trainings.
- Coordinates with VECC to download call recordings and provides them to police officers as needed.
- Works closely with Idemia to ensure the fingerprint machines and the contract are kept up to date.
- Designs, configures, builds, and documents server and client systems infrastructure for public safety servers and software.
- Reviews, creates and maintains support documentation of public safety operational processes and procedures.
- Monitors, maintains and troubleshoots client and server systems software or hardware issues, particularly advanced issues that have been escalated.

- Assists in configuring and maintaining the data switches, servers, virtual servers and virtual desktop infrastructure, and fine-tuning performance of servers and data switches.
- Acts as a second-tier support for the Senior IT Technician and Library Technology Technician. Works with other IT staff to communicate public safety support procedures so they can provide secondary support for Public Safety.
- Improves efficiency through scripting or programming using tools such as PowerShell, AppleScript and others.
- Researches new technology to provide recommendations for system improvements and life cycle planning.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Associates degree from an accredited college or university in computer science, information technology, management information technology or related field, and four (4) years of experience supporting customers using virtual servers, PCs, LANs and WANs wireless networking (preferably two of the years obtained while working with Murray City information technology), OR any equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities

- Knowledge of topologies and architectures, PC and server operating systems including Windows 10, Windows 11, Windows Server 2016, Windows Server 2019, Windows Server 2022, Microsoft Active Directory and Domains.
- Knowledge of IP phones telephony.
- Thorough knowledge of computer fundamentals and peripheral and software operations including word processing, spreadsheets, database management, system management software, and development tools.
- Ability to demonstrate skill in the use and repair of computer equipment and software.
- Ability to model programs and systems to the needs of users for desired results.
- Ability to understand and follow oral and written instructions.
- Proficiency in explaining technical material and developing effective working relationships with customers and co-workers.
- Ability to make contacts with other departments and promote positive working relationships with individuals from other departments. Must be able to communicate on a variety of technical issues involving the carrying out of programs, schedules and duties as assigned by the IT Supervisor.

TOOLS & EQUIPMENT USED

- Personal computers and laptops, including word processing and spreadsheet software; network equipment and software; fax machine and copy machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, talk and hear; handle objects, tools, or controls; and is regularly required to walk.
- The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____