

CITY OF GLENDALE

TITLE:	Systems Administrator	CLASS CODE:	280IS
REPORTS TO:	Info Technology Manager	GRADE:	28
DEPARTMENT:	Information Technology	FLSA:	E
JOB DESCRIPTION DATE: July 1, 2005 bwg			

JOB SUMMARY:

Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, and data storage devices in support of business processing requirements. Monitors and tunes systems to maintain optimum performance levels. Monitors and maintains continuity with system software licensing and maintenance agreements.

ESSENTIAL FUNCTIONS:

1. Provides system administration, analysis, design and functions for all server systems disk storage systems, SAN and tape back-up systems.
2. Develop project schedules, prioritize tasks, and meet project schedule requirements.
3. Architect, plan, lead and manage server, network, operating system(s), storage devices and application projects.
4. Interface with users, consultants, technical teams and vendors for maximum guidance in determining the most appropriate selection of server or storage technologies.
5. Manage and allocate disk space to servers as needed utilizing direct attached storage, SAN Storage or internal storage devices as appropriate.
6. Develop, implement and maintain appropriate tape back-up strategies for all city servers.
7. Utilize tools and scripts to create and manage system and/or application processes.
8. Create and maintain documentation that addresses server and tape operations specific to City operation and not available in other documented materials.
9. Insures code changes and modifications are managed using a documented change request system.
10. Maintain data center servers, storage devices and tape devices at current software revisions as appropriate for city operations.
11. Develops documentation, checklists and processes for communicating appropriate support information to the city helpdesk. Provides training as appropriate.
12. Provides technical support to other departments as required for server, storage or backup related objectives.
13. Identify improvement opportunities. Examples include but not limited to tools, processes, procedures, installation, configuration and troubleshooting techniques.
14. Implement and monitor appropriate security procedures to safeguard the city infrastructure from physical harm, viruses, unauthorized users and potential data loss.
15. Physically lift 50 pounds to waist height, install network equipment in physical location.
16. Develops and monitors appropriate performance metrics to detect and correct server or storage performance deficiencies.
17. Provide on call support during non-business hours.

SECONDARY FUNCTIONS:

- 18. Maintains a high level of current knowledge regarding systems, technology, and communications.
- 19. Perform other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Computer management for Intel and IBM servers, disk drives, SAN Technology, fibre channel, tape back-up hardware and software.

Technical working knowledge of networks, telephony and data center components

Microsoft Windows, UNIX, and Novell operating systems and supporting vendor programs.

Data Center Operation

Project management

Network and telephony design

Current industry trends and best practices.

Skill in:

Maintaining optimal performance of servers, disk systems, storage devices.

Ability to:

Ability to work effectively with users, technical personnel and consultants to achieve stated objectives.

Install, configure and support a variety of computer hardware and software including but not limited to server and desktop operating systems / applications and network hardware and software.

Communicate effectively both verbally and in writing.

Continually learn and demonstrate new skills via hands on training, classroom training and self-study learning methods.

Schedule installations and upgrades and maintains them in accordance with IT policies and procedures.

Perform data backups and recoveries according to established procedures. Develops documentation to support daily processes and operations related to managed hardware and software.

WORKING CONDITIONS:

Office setting. The risks of exposure to electrical hazards can be substantially controlled by following safe handling practices when installing and upgrading equipment.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Computer Science, Information Technology or Engineering and two years experience designing and supporting local and wide area networks server hardware, operating systems and applications. Industry recognized certification. Examples include but not limited to Cisco, Microsoft, Novell, AIX, SAN and/or storage technologies.

Any equivalent combination of training and experience, which provides the required knowledge, skills, and ability may qualify.

SPECIAL REQUIREMENTS:

Valid Arizona driver's license.

Ability to work overtime, shifts, weekends and holidays as required.