

NETWORK AND SYSTEMS ADMINISTRATOR

Department: General Services

Classification: Competitive

Specification Number: 2488

Approved: 2/17/23

Revised: By JG

MINIMUM QUALIFICATIONS

OPEN COMPETITIVE:

Either:

- a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree which must include twelve (12) credits in information technology or a computer related field plus four (4) years of experience in Systems Administration or
- b) Graduation from a standard senior high school plus eight (8) years of experience in Systems Administration or
- c) An equivalent combination of education and experience as defined by the limits of A and B above.

***For the purpose of these minimum qualifications, systems administration is defined as work that involves planning and coordinating the installation, testing, operation, troubleshooting, and maintenance of hardware and software systems.**

NECESSARY SPECIAL REQUIREMENT: Employees appointed to this title will be required to possess a valid license to operate a vehicle in NYS throughout the term of employment in the title.

DISTINGUISHING FEATURES OF THE CLASS

This is a technical position responsible for planning and coordinating the installation, testing, operation, troubleshooting, and maintenance of hardware and software systems, including desktop personal computers, servers, network equipment, and software applications for the Town's Information Technology System. Duties involve the creation and management of user accounts across all applications, ensuring proper system back-up procedures and security measures are in place, and light scripting and programming. The position acts as a problem solver and is expected to diagnose and correct problems quickly and accurately. The Systems Administrator will also assist with managing the hardware configurations and changes to standard models and configuration. The employee reports directly to, and works under the general supervision of a senior level staff member. Does related work as required.

TYPICAL WORK ACTIVITIES

- Supervises employees involved in the review of operations, methods and procedures with regard to information technology;**
- Designs systems, networks and data communications;**
- Assists in the planning and implementation of various computer systems including desktop personal computers, servers, network equipment, and software applications;**
- Assists in the collection and review of computer system data for capacity, performance, and planning purposes;**
- Assists with the analysis of data and the development of capacity and performance recommendations for appropriate level organization-wide systems;**
- Performs routine audits of desktop and laptop computers to plan for hardware and software upgrades;**
- Ensures new user accounts are created with appropriate access privileges for the network and major applications;**
- Assists with developing software packages to remotely update computer software on multiple computers connected to the network;**
- Assists with the development of procedures for installation, use, and troubleshooting of computer hardware and software, analyzing system logs and identifying potential issues with computer systems;**
- Assists in the development of security procedures.**

KNOWLEDGE, SKILLS, ABILITIES and PERSONAL CHARACTERISTICS

Thorough knowledge of information technology design and theory; good knowledge of desktop personal computers, servers, network equipment, and software applications; good knowledge of planning for computer system capacity and performance; good knowledge of the development of security procedures and user account management; good knowledge of software packages used to remotely update computer software; problem solving skills; ability to coordinate, plan, and implement software updates; ability to install, use, and troubleshoot computer hardware and software; ability to analyze system logs and identify issues; ability to maintain database reports; ability to supervise a staff in a manner conducive to full performance and high morale; ability to communicate both orally and in writing; ability to pay attention to detail; analytical ability; organizational ability; good judgement; creativity; physical condition commensurate with the demands of the position.