



## SMYTH COUNTY INFORMATION SERVICES

### Systems Administrator

<b>Department:</b>	Information Services
<b>Reports To:</b>	Director of Information Services
<b>Classification (FLSA):</b>	Receives minimal instruction /supervision in regard to daily work duties/activities. Under general supervision of the Director of Information Services
<b>Category:</b>	Non-Exempt: Full-time, 40 hours/week, some evening and weekend work may be required. On call 24/7 in case of emergency

#### **JOB SUMMARY:**

Under the direction of the Director of Information Systems, the System Administrator is responsible for maintaining, and supporting the information and technology systems for Smyth County. The System Administrator must demonstrate thorough knowledge of hardware, software, network and other information and communications technologies and work closely with County offices, agencies, and interdepartmentally. Duties include advising the Director of any major computer system issues and updates of equipment or software. Problems encountered range from routine to highly complex in nature.

- **JOB REQUIREMENTS:**

Bachelor's degree in a computer technology related field or approved combination of education, training, and/or work experience that would provide equivalent knowledge, skills, and abilities may be considered. Five (5) years' experience in maintaining server/computer systems and working in Information Technology operations or equivalent is required. Microsoft / SQL certifications are a plus.

**Significant professional experience and knowledge in a production environment with the majority of the following technologies is expected:**

- Network technology configuration - manage, monitor, maintain and troubleshoot all network-based devices and services (Switches, Firewalls, AP's, Windows Servers, Active Directory, Windows 10/11 devices, etc.)
- Personal productivity software (i.e., MS Office Suite, G Suite, and similar products and services)
- Personal computer systems (Windows and Chrome OS)
- Strong knowledge of configuring and maintaining VMware and virtual environment VLANs
- Installation and configuration of physical and virtual servers and SANs
- Knowledge of Bright and Associates municipal software, Tyler Technologies, knowledge of IBM iSeries AS/400, RPG programming, Queries
- Audio/Video equipment installation and maintenance
- Knowledge of Southern Software Suite for Sheriff and 911 Center
- Knowledge of VOIP phone systems

**Other Requirements:**

- Knowledge of Disaster Recovery and backup procedures
- Display ethical and professional behavior working with the public, personnel, agencies, and constitutional officers
- Proven written, verbal, and interpersonal skills
- Continue professional development
- Must maintain a valid Virginia Driver's License
- Successfully pass background investigation.
- Successfully pass pre-employment drug screening

**PHYSICAL REQUIREMENTS:**

*[This job requires the ability to perform the essential functions contained in this description. These include but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.]*

Must have vision corrected to proficiently read and comprehend information on computer screens, including displayed colors. Minimal bending or stooping and occasional lifting of 25-30 pounds and stepladder usage but primarily in a sedentary position within a climate-controlled environment. Must also be able to travel to all County locations.

Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.

## **WORKING CONDITIONS:**

Works in office conditions but is required to travel to all County locations and data center environments. May be required to be on call or work extended hours during emergency conditions.

## **JOB DUTIES AND RESPONSIBILITIES**

- Troubleshoot Microsoft server issues
- Maintain applications installed on servers
- Manage security options and software
- Set up and maintain Microsoft Active Directory environment
- Perform regular upgrades to ensure systems remain updated
- Arrange maintenance sessions to discover and mend inefficiencies
- Keep records of repairs and fixes for future reference
- Offer timely technical support and teach users how to utilize computers correctly
- Work effectively and courteously with other staff employees in a team environment
- Configure and Support the Storage Infrastructure
- Maintains Virtual Server infrastructure
- Maintain backups of all data
- Maintain and support various law enforcement/emergency software
- Maintain and support Office 365
- Maintain and support multiple system databases
- Export GIS data
- Offer onsite and remote support to end user
- Assist other users regarding network support
- Research, evaluate and recommend implementation of new technologies to optimize information systems
- Travels to and supports remote locations throughout the county
- Identifies and mitigates emergent issues in technology services, operations, and tools
- Ensures that all information systems and networks operate according to internal standards and applicable standards of regulatory agencies and legal requirements
- Understands and interprets technology concepts and solutions
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; meets critical time deadlines
- Establishes, maintains, and fosters positive and effective working relationships with public, vendors, contractors and organizational staff
- Analyzes existing roadblocks and inefficiencies in providing technology services; strong ability to develop thorough strategies to address technology gaps
- Understands and consistently implements all County policies and procedures
- Maintains confidentiality with all vendors and employee transactions and activities
- Shares knowledge and assists other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the County
- Responsible for ensuring proper licenses and virus protection on all software products
- Manage special projects that may enhance or secure information systems
- Prepare and maintain written documentation

The qualifications listed above are intended to represent the preferred minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The position specifications should be viewed as employment qualification standards but may not include all possible position responsibilities.

**Note: This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by management as required. The Smyth County reserves the right to revise or change job duties as the need arises.**

**Annual Salary Range:**

Salary range depends on level of skill/certification. Position offers excellent benefits package (health, dental and vision, life, Virginia Retirement System, 401/457 retirement plans).

**Applications are available at: [www.smythcounty.org/human\\_resources.htm](http://www.smythcounty.org/human_resources.htm) or you may also apply in-person.** Please submit applications and resume to the Smyth County Administrator’s Office at 121 Bagley Circle, Suite 100, Marion, VA, 24354 or via email to: [lrichardson@smythcounty.org](mailto:lrichardson@smythcounty.org).

Deadline to apply: September 5, 2022 - Position is open until filled.

**SMYTH COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**