State College Borough
Systems Administrator
Job Description

REPORTS TO: Chief Technology Officer **DEPARTMENT: Information Technology**
ROLE & LEVEL: T3 **FLSA STATUS: Non-exempt**

WORK OBJECTIVE:
The Systems Administrator works in a team environment to implement, support, and maintain all information systems including networks, servers, desktops, and the data center. Work is performed under limited supervision with moderate latitude. Position relies on experience and exercises independent judgment to determine the best approach by using and interpreting policies and procedures.

EXAMPLES OF ESSENTIAL FUNCTIONS:
The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Serves as Tier 2 technical support by responding to escalations made by the Technical Support Specialists
- Provide customers with updates on ticket status to ensure communication between customers and the IT Department
- Maintains the Active Directory with current/terminated users, security groups, and hardware
- Maintains server patches with critical and important updates
- Monitors network security, performance, and capacity; maintains security via network scans
- Manages network devices (switches, routers, Wireless AP) to ensure security and availability to users
- Supports technology projects and custom software implementations by participating in planning sessions as well as performing assigned tasks
- Researches new technologies; participates in evaluation discussions; offers recommendations

<u>Supervision:</u>
- None

Created: March 2016
Revised:

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KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of standard office applications, operation, security, and maintenance of server, desktops, laptops, mobile devices and related equipment in a networked environment
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel, and PowerPoint)
- Skill in time management and work organization
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to quickly investigate and understand an array of applications and technologies in order to gather and understand operational, business, and application requirements
- Ability to identify a problem or situation, troubleshoot, and work with team members to resolve problems
- Ability to contribute meaningful input during meetings pertaining to conducting a successful Help Desk, support technologies, departmental functions and processes
- Ability to communicate effectively orally and in writing

MINIMUM QUALIFICATIONS:

Associate's degree in information technology or related field; supplemented by three or more years' experience with computer systems and software; or an equivalent combination of education, certification, training, and/or experience. This position requires a criminal background evaluation and a valid Pennsylvania Driver's License.

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.

PREFERRED QUALIFICATIONS:

- CompTIA certification

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Revised:

PHYSICAL REQUIREMENTS:
Depending on functional area of assignment, tasks involve the periodic performance of moderately physically demanding work, usually involving lifting, carrying, pushing and/or pulling of moderately heavy objects and materials (up to 50 pounds). Tasks that require moving objects of significant weight require the assistance of another person and/or use of proper techniques and moving equipment. Tasks may involve some climbing, stooping, kneeling, crouching, or crawling.

ENVIRONMENTAL REQUIREMENTS:
Tasks are regularly performed inside and/or outside with potential for exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

SENSORY REQUIREMENTS:
Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors

The job description does not constitute an employment agreement between State College Borough and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

State College Borough is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, State College Borough provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

_____	_____
Name (print)	Supervisor's Name (print)
_____	_____
Employee Signature	Supervisor's Signature
_____	_____
Date	Date

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Revised: