

SYSTEMS ADMINISTRATOR

Job Summary:

The System Administrator will help to both maintain and expand the City of Carson's city-wide network infrastructure. Provide support for all network, servers, and associated hardware. Build and maintain network and server hardware, external and internal network access, resolve issues involving network intrusion, viruses, email, security, connectivity, and server performance. Following and implementing departmental IT processes and standards.

Essential Duties and Responsibilities:

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change, or rescind related duties and work assignments.)

1. Have a deep and broad knowledge of computer software, Operating Systems, Servers, and various network infrastructure hardware. Will be responsible for designing, organizing, modifying, and supporting the City's networking infrastructure.
2. Serves as liaison for vendor support for remote access, software issues, patches/updates, server software/hardware requirements, ftp transmissions, security, and other support issues.
3. Provides technical support for the financial ERP systems; provides technical support for MS SQL database, and assists with data transference and decommissioning of legacy financial system, schedules/monitors nightly backup and coordinates offsite backup data storage.
4. Develops, documents, and maintains system standards, installation and configuration procedures.
5. Serves as backup to various business applications and infrastructure staff when needed.
6. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
7. Respond to end user requests on network and system communication failures and conflicts.
8. Evaluating business requirements and making recommendations on network design and hardware purchases to fulfill business needs.
9. Provide systems administration of the computer network, server OS, server hardware, and applications.
10. Strong knowledge of Microsoft Active Directory (Windows 2008-2016), Exchange 2010, Office365, and VMWare 6.5.
11. Installation and configuration of Cisco devices (routers, switches, firewalls etc.).
12. Monitor, Maintain, and administer network infrastructure standards, documentation and fault tolerance.
13. Support and response to service requests for technical assistance
14. Advise and make recommendations to management concerning infrastructure and related LAN/WAN issues.
15. Install, configure, and troubleshoot a wide range of software and hardware.
16. Experience with MSA NAS hardware or various SAN/NAS technologies.
17. Performs any other related duties as assigned by the IT Manager or other designee.

Qualification Guidelines:

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and/or Experience:

Bachelor's degree in computer science, management information systems or related field and five (5) years of full-time, paid experience in infrastructure support. A typical way to obtain the knowledge, skills and abilities would be: a Bachelor's Degree in Computer Information Systems, or a related technical field, and five (5) years' experience in the analysis, development and implementation of network infrastructure systems. A 'jack of all trades' in infrastructure network/systems is desirable.

Knowledge of:

- Experience with security systems: SIEM, Proxies, Forcepoint, IDS/IPS, Anti-virus (Symantec), Firewalls
- Experience with telecom systems such as Avaya.
- Experience configuring and troubleshooting multiple remote network links
- Experience configuring, troubleshooting, and securing Wireless Aps
- Expertise in documenting logical and physical network designs
- Experience with virtual technologies such as VMWare 6.5, Terminal Services
- Strong experience with Microsoft technologies: Windows Server 2018-2016, SQL, Office365, Exchange 2010.
- Experience with CISCO Routers, Switches, Firewalls (ASA 5500), Websense, LAN/WAN Wireless technology proficiency in telecommunications protocols/technologies including: VOIP, SIP, MPLS, T1, PRI
- Team player with a high level of dedication and commitment to excellence
- Experience with network server hardware such as HP, Dell, MSA 1040-2050.
- Solid understanding of Windows AD server infrastructure and VMWare services: AD, DNS, DHCP, DFSR, FSMO, AD Domain Models, Kerberos, GPOs, VMware Vsphere 6.x Vcenter Operation Manager, Exchange, SQL, etc.
- Proficiency in networking protocols/architectures: TCP/IP, SSL, VLAN, QoS, VPN, etc.
- Excellent written and verbal communication skills are required
- Results oriented, self-motivated with the ability to take ownership of IT projects that are delivered on time and within budget
- Linux or Unix skills not required but big plus
- Ability to perform routine server maintenance or network emergencies during non-business hours, including on-call, evenings, and weekends.

Skill and Ability to:

- Analyze, interpret and present research findings to prepare design specifications.
- Must have experience in project planning, implementation and management.
- Must have experience in writing and maintaining system documentation and specifications.
- Ability to provide technical training to coworkers and internal customers
- Must possess sound analytical, organizational, and communications skills.
- Ability to interact effectively with all levels in the organization
- Conceive and develop a variety of solutions to functional problems and transform abstract ideas to easily understood procedures.
- Effectively analyze citywide business systems requirements, and coordinate/integrate technology solutions.
- Understand and use tools for managing system configurations and security
- Integrating and interfacing multi-platforms.
- Utilize industry standard diagnostic and management tools.
- Exercise independent action and judgment within established guidelines.
- Learn and utilize new skills and information to improve job performance and efficiency.

- Understand and carry out complex oral and written instructions.
- Maintain confidentiality.

License and Certificate:

Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program, which confirms possession of a valid driver's license and reflects driving record. Professional certification in applications, hardware and systems used by the City is highly desirable.

Physical Requirements and Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by- case basis. Positions in this class normally:

- Require vision (which may be corrected) to read small print.
- Require the mobility to stand, stoop, reach and bend.
- Require the mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Require the ability to stand for long periods.
- Perform work which involves the occasional lifting, pushing and/or pulling of objects which may weigh approximately 50 pounds and may occasionally weigh up to 100 pounds.
- May be required to work around electrical current and moving mechanical parts.
- Is subject to inside environment conditions.
- Required to work at a computer terminal for prolonged periods.
- May be required to attend periodic evening meetings and/or to travel within and out of city boundaries to attend meetings.
- May be required to drive city and/or personal vehicle in the scope of employment.
- May be required to work evenings and/or weekends.