



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Systems Administrator
REPORTS TO: Director of MIS

STATUS: Exempt / Non-union
RANGE: 27

POSITION SUMMARY: The Systems Administrator responsibilities include: network system management; workstation management; performance and problem analysis of network including servers, routers, switches; coordinates all related system upgrades and implementations for specific applications. This position is accountable for maintaining appropriate documentation of all systems administration functions; acts as liaison for SUB users with IT support; develops PC based applications designed to increase the efficiency of department processes; participates in research and testing of new applications; writes basic SQL statements to assist users in retrieving data; and participates in various project teams. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Manages server resources; evaluates network administration software and analyzes network log files for irregularities.
5. Manages network components including routers and switches.
6. Provides leadership in the evaluation, installation, implementation and troubleshooting of new hardware and applications including application upgrades. Examples are SUB wide smartphones, security and fire alarms, video camera systems, building card access systems, network switches, VPN clients, network backup tape drives, credit card terminals and antivirus software.
7. Performs security administration on the Exchange Email, SQL, Voicemail and personal computers.
8. Performs PC & printer administration, hardware repair and operating systems troubleshooting.

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9. Responds to end users' requests, answers basic technical questions about the end users' PC environment, provides first level troubleshooting and diagnostic support, coordinates repairs, upgrades and changes to end user's system, recording details of work performed and closing service requests in a timely manner.
10. Webmaster for IntraSUB. Administrator for subutil.com website. Includes writing JavaScript, designing the web page with user input and troubleshooting.
11. Oversees and maintains network and internet security.
12. Formats, installs, configures and troubleshoots hardware such as PC hard drives, printer, smartphone, fans, monitors, CD's, bios chips, RAM, NIC's, sound cards and TCP/IP. Builds network cables and cross-jumper cables for the LAN.
13. Advises supervisor of potentially beneficial hardware and/or software.
14. Researches, purchases and installs software licenses for users.
15. Trains users in software. Examples include payroll system database, general ledger accounts payable and payroll report writer.
16. Writes reports for the financial and budget systems.
17. Provides backup and assistance to the Network Engineer.
18. Provides programming expertise with the use of various Microsoft applications including MS Access, MS SQL Server, MS Visual Basic.

Marginal Functions

None

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member

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- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

- Four years' recent work experience in an information technology client/server environment
- Two years' experience working with internal customers

Knowledge, Skills & Abilities

- Demonstrated knowledge of Microsoft Windows, MS Office, Microsoft Network Workstation and Server administration, ODBC Drivers and Antivirus Software.
- PC administration, hardware repair and operating systems troubleshooting skills.
- Microsoft Certified Solutions Expert and Microsoft Certified Solutions Associate preferred.
- Proficient programming skills in MS Access, MS SQL Server and MS Visual Basic.
- Communicates effectively orally and in writing

Education

- High school diploma or equivalent
- Bachelor's degree in information technology, computer science, or related field; or the equivalent combination of education and experience
- MCSE, MCSA certifications preferred

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.

- **VISION**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels and numerous other written documents.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use. Hears adequately to operate a telephone.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** Sits for up to 6 – 8 hours a day.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.
- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds – seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets.
- **REACHING/HANDLING:** Writes and keyboards data, uses 10 key, does data entry, uses computer, lifts occasionally overhead for supplies
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Climbs stairs at various site(s) for business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, calculator, copier, fax, typewriter and other office equipment.