



Grand County

Job Description

Title: Information Systems Administrator	Job Code: 1027
Division: Administration	Effective Date: 02/2025
Department: IT Department	Last Revised: 02/2025

GENERAL PURPOSE

Responsible for the **upkeep, configuration, and reliable operation** of Grand County's IT infrastructure of computer systems. Under the guidance of the IT Director, the System Administrator configures, repairs, maintains, and works with other IT support staff to ensure that the uptime, performance, resources, and security of the IT infrastructure meet the needs of the County.

SUPERVISION RECEIVED

Works under the direct supervision of the Information Technology Director

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Monitor IT infrastructure of servers, networks, and connections for problems, outages, performance issues, and security risks. Install, configure, and repair IT system components such as servers, routers, switches, firewalls, WIFI access points, software, etc. for optimal performance and security.

Administer enterprise backup and storage systems to ensure optimal working efficiency and achieve disaster recovery objectives. Administer and maintain servers and related systems. Provides escalated "help desk" services; coordinates with county departments and offices in the development, implementation and testing of information systems and programs; answers user inquiries regarding computer software or hardware operation to resolve problems when system failures or dysfunctions occur.

Maintains records of daily communication transactions; problems, "help desk" actions, resolutions and installation activities. Participate in project management of IT related projects for County projects including public safety and critical applications.

Assists in the administration of the county website(s) and IP addresses; may perform updating of web content on County's website. Maintain conferencing and presentation systems. Including UC (Unified Communications), video conferencing, projectors, audio systems and web-streaming components.

Assist in maintaining and troubleshooting security & control systems and their associated components. May provide support to departments in setting up desktop computers, installing new software, printers and peripherals, wireless components and laptops; diagnoses hardware problems, repairs, and provides instruction in the use of programs and software. Oversees and maintains computer and network security hardware and software.

May assist the County Clerk/Auditor's Office to maintain voting server and other peripheral hardware and software related to voting processes.

Administer LAN (local area network), WAN (Wide Area Network) or other communications networks and their associated hardware, software or protocols; including routers, firewalls, cabling and switches. Performs diagnoses and repairs of network problems, addressing immediate issues as they arise. Perform upgrades and reconfiguration of network segments in conjunction with the IT Director.

Actively promote a culture of innovation and productivity; consistently participate in personal and staff training, and mentoring activities.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Graduation from college with an associate's degree in information systems, electronics/computer engineering, programming; systems analysis, networking or related field;
- AND
- B. Three (3) years of verifiable industry experience
- OR
- C. An equivalent combination of education and industry experience.

Preference may be given to holders of relevant industry certifications with experience.

2. Knowledge, Skills, and Abilities:

Thorough knowledge of Enterprise server administration and associated management tools, enterprise networking configurations & protocols, experience in the administration of routers, firewalls, managed switching, wireless networking, telephony systems, scanners, copiers, printers, and modems. Principles and practices related to establishment and maintenance of LAN's (Local Area Networks) and WAN's (Wide Area Networks). Current technology related to cybersecurity, computing, data centers, applications, networks, website maintenance, various electronic equipment, telecommunications and the equipment, tools and software required to provide system support. Administration of various virtualized environments, SAN (Storage Area Networking), Windows, Mac OSX, Linux (varied), iOS, Android, cloud services, databases, business software and custom applications.

Considerable skill in the art of diplomacy and cooperative problem solving. Installing, configuring and upgrading systems and software. Network infrastructure and design concepts, including cabling installation. Troubleshooting and solving hardware, software and network problems. Instructing users on new or upgraded computer applications and hardware. Active listening and effective interpersonal communications. Sourcing equipment and services that provide the best value and return of investment.

Ability to learn functions, operations and technology related to County public safety operations, financial, business and administrative applications and related hardware and software. Apply techniques to explain technical concepts and procedures to non-technical users. Use initiative and independent judgment within established guidelines and procedures. Use tact and finesse when communicating verbally or in writing with co-workers and others to sufficiently exchange or convey information. Organize own work, establish priorities and meet critical time deadlines. Coordinate effective interdepartmental cooperation related to computer operations.

3. Special Qualifications:

Must pass post-employment offer physical, drug test and background examination. Must be willing to participate in random drug screening. Must complete a 12-month orientation/introductory period. Must possess a valid driver license.

4. Work Environment:

Duties generally performed indoors in an office environment under climate controlled conditions. However, duties may require exposure to potentially dangerous locations such as roadsides, construction zones, service areas and around mechanical equipment. Tasks involve walking, standing, sitting, talking, hearing and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. .

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description.
(Employee)

Date _____