

CITY OF GLENDALE

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| TITLE: | Senior Systems Administrator | CLASS CODE: | 286 |
| REPORTS TO: | Info Technology Manager | GRADE: | 29 |
| DEPARTMENT: | Information Technology | FLSA: | E |
| JOB DESCRIPTION DATE: June 4, 2007 cm | | | |

JOB SUMMARY

Under general direction, responsible for leading and participation in installing, configuring, and maintaining operating system workstations and servers, including web servers, and data storage devices in support of business processing requirements. Monitors and tunes systems to maintain optimum performance levels. Monitors and maintains continuity with system software licensing and maintenance agreements.

ESSENTIAL FUNCTIONS

1. Works in conjunction with Information Technology Manager(s) to devise strategic and tactical solutions required to meet overall business objectives.
2. Recommends technology solutions considering a number of factors including budget, business need, internal capabilities and strategic direction.
3. Provides system administration, analysis, design and functions for all server systems disk storage systems, SAN and tape back-up systems.
4. Develops project schedules, prioritizes tasks, and meets project schedule requirements.
5. Provides consulting, instruction, direction and technical assistance to other departments as required for server, applications, storage or backup related objectives.
6. Designs, plans, leads and manages server, network, applications, security and operating system(s), storage devices and application projects.
7. Interfaces with users, consultants, technical teams and vendors for maximum guidance in determining the most appropriate selection of server, applications or storage technologies.
8. Manages and allocates disk space to servers as needed utilizing direct attached storage, SAN Storage or internal storage devices as appropriate.
9. Develops, implements, documents and maintains appropriate tape back-up strategies for all city servers. Provides and implements solutions for backup, emergency and data recovery needs.
10. Utilizes tools and scripts to create and manage system and/or application processes.
11. Creates and maintains documentation that addresses server and tape operations specific to City operations that are not available in other documented materials.
12. Insures code changes and modifications are managed using a documented change request system.
13. Maintains data center servers, storage devices and tape devices at current software revisions as appropriate for city operations.
14. Develops documentation, checklists and processes for communicating appropriate support information to the city helpdesk. Provides training as appropriate.
15. Identifies improvement opportunities. Examples include but not limited to tools, processes, procedures, installation, configuration and troubleshooting techniques.
16. Implements and monitors appropriate security procedures to safeguard the city infrastructure from physical harm, viruses, unauthorized users and potential data loss.
17. Develops and monitors appropriate performance metrics to detect and correct server or storage performance deficiencies.
18. Provides on call support during non-business hours.

SECONDARY FUNCTIONS

19. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

Computer management for Intel and IBM servers, disk drives, SAN Technology, fiber channel, tape back-up hardware and software
Technical working knowledge of networks, telephony and data center components
Microsoft Windows and UNIX operating systems and supporting vendor programs
Data Center Operation
Emergency Operations Center
Backup Data Center/Data Recovery Center
Project management
Network and telephony design
Current industry trends and best practices

Ability to:

Work independently managing multiple assigned priorities and tasks maintaining project schedules and deliverables.
Maintains a high level of current knowledge regarding systems, technology, and communications
See the big picture; envision technology solutions for tactical and strategic objectives
Ability to work effectively with users, technical personnel and consultants to achieve stated objectives
Install, configure and support a variety of computer hardware and software including but not limited to server and desktop operating systems / applications and network hardware and software
Communicate effectively both verbally and in writing
Continually learn and demonstrate new skills via hands on training, classroom training and self-study learning methods
Schedule installations and upgrades and maintains them in accordance with IT policies and procedures
Physically lift 50 pounds to waist height; install network equipment in physical location

WORKING CONDITIONS

Office setting. The risks of exposure to electrical hazards can be substantially controlled by following safe handling practices when installing and upgrading equipment.

MINIMUM QUALIFICATIONS

Bachelor's Degree in Computer Science, Information Technology or Engineering and four years of experience designing and supporting local and wide area networks server hardware, operating systems and applications. Possession of Systems Engineer certification from Cisco, Microsoft, Linux, SAN and/or storage technologies or other appropriate industry-recognized certification.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

Valid Arizona driver's license
Ability to work overtime, shifts, weekends and holidays as required