COUNTY OF NYE

CLASS TITLE: SYSTEMS ADMINISTRATOR

BASIC FUNCTION:
Under the general administrative direction of the Director Management Information Services (MIS), this position's primary focus is on day-to-day operations and resolving customer issues for our Microsoft Windows based environment. Responsibilities include building/maintaining x86 Windows 2000/2003 servers, the operation of Microsoft Exchange 2003/2007, the operation of Microsoft SQL 2000/2007, and maintaining multiple other Windows-based applications. Experience with one or more of the following would also be beneficial; Storage Area Networks (SANs), Solaris/Linux/OS X, Cisco network equipment, and blade servers. This person will perform diagnostics, resolve problems, escalate problems to vendors as required, work with other group members, and take appropriate actions to assure appropriate and prompt solutions to system, application, and customer problems. In addition, they will also make recommendations regarding hardware and software acquisition, prepare/maintain documentation (both operational and troubleshooting) on systems/services/applications, and provide user assistance to county staff. Will install, configure, maintain, document, troubleshoot and upgrade hardware, firmware, peripherals, operating systems, and applications as required. Moderate lifting will be required. Perform other work as required.

REPRESENTATIVE DUTIES: *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the representative duties).*

1. Perform all hardware and software diagnostics and troubleshooting on County equipment, to include but not limited to, PC's, Servers, Network Backbone, Peripherals, Video conferencing and telephone/datasets.

2. Perform preventive maintenance and repairs on County equipment, to include but not limited to, PC's, Servers, Network Backbone, Peripherals, Video conferencing and telephone/datasets

3. Perform system installations and configurations of new and existing PC's, Servers, Network/Peripheral equipment, Video conferencing equipment, and telephone/datasets

4. Respond to calls and e-mail requests routed to the help desk and perform all administrative responsibilities associated with generating and finalizing work requests/orders.

5. Perform System Administrative duties including setting up of user accounts, network logins, email accounts, passwords and security.

6. Performs systems Virus and Malware detection and removal.

7. Perform Telecommunications Support to include cable and wiring installation, testing and maintenance of phone and network data connectivity in new and remodeled county buildings.

8. Telecommunication administrative support to include the installation or removal of voice data sets, the creation, modification or deletion of the voice mailbox and all voice mailbox features.

9. Perform support of proprietary hardware/software such as the AS400 Client Access, HTE, and imaging systems.

10. Provides specialized direct support through troubleshooting and maintenance of the Nye County Sheriff's Office Computer Aided Dispatch System

11. On occasion, provide support to non-county organizations with regards to e-mail, PC support, HTE, AS400 and video conferencing.

12. Assists users in the use of equipment, software and manuals.

13. Performs Inventory and maintain records on county computer/network assets.

14. Assist Sheriff Personnel with forensic analysis and data retrieval of seized electronic evidence.

15. Respond to calls or pager, after-hours and on weekends as scheduled, regarding problems with systems that must be up and running 24 hours a day.

16. Interface with Statewide judicial network authorities.

17. Travels to all towns for support requirements as needed

18. Regularly attend continuing education units (CEU's) due to rapidly advancing technologies.

QUALIFICATIONS:
Must demonstrate project management skills and knowledge of Microsoft client and server operating systems (Windows 95/98/NT/2000/XP/2003) as well as Microsoft Office applications (Word, Excel, PowerPoint, Access, Project, Visio). Also, must understand configuration of PC workstations and printers in a networked Microsoft environment as well as Microsoft Active Directory maintenance and administration. The ideal candidate will possess working knowledge of basic network protocols and network design and network monitoring of Ethernet 10/100-base, FDDI, Fiber, wireless and Gigabit topologies. They will have knowledge in application development in Excel, Access, SQL and HTML, disaster recovery and backup systems. Excellent planning and organization skills are required along with excellent verbal and written communication skills. Candidates must have the ability to work independently, with little supervision.

EDUCATION AND EXPERIENCE:
Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is: An Associate's degree in Information Systems or a computer science field or equivalent work experience is required. An MSCE or 5+ years experience in coordinating systems administration and Citrix Metaframe CCA or equivalent experience is also required.

LICENSES:
The following certifications are desirable, but not required: Microsoft Certified Technology Specialist (MCTS); Microsoft Certified IT Professional (MCITP); Microsoft Certified Architect (MCA); Microsoft Certified Systems Engineer(MSCE)

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:
Direct work of Client Support Technicians. This position will act in a lead capacity during any absence of the Director of IT.

CONTACTS:

PHYSICAL EFFORT:
The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Normal office environment.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

WORKING CONDITIONS:
Work is performed under the following conditions: Normal office environment.