



BARNSTABLE COUNTY JOB DESCRIPTION

Title: Systems Administrator	Classification: Barnstable County
Department: Information Technology	Grade: SPT 4
Reports to: Director	FLSA Status: Exempt
Effective Date: January 2022	Union Status: Non-represented

Summary

Professional, technical and logistical work assisting the Director and Deputy Director of Information Technology in providing high level technical support, development, and implementation of enterprise systems for Barnstable County. All other related work, as required.

Supervision

Works under the general direction of Deputy Director of Information Technology. Functions independently, referring problems to supervisor when clarification or interpretation of policy or procedure is required.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Provides infrastructure-centric technical support as the second tier of the IT Service Desk team to the County and contractually supported entities; responsible for the provisioning, configuration as well as the ongoing operation and maintenance of enterprise IT hardware, software, and services.

Provides first tier user-centric technical support, as needed. Day-to-day level of demand for services may fluctuate unpredictably.

Maintains up-to-date knowledge of technological industry trends and evaluates viability of new technological solutions. Researches, recommends, and develops innovative, flexible, approaches for technical processes, systems, infrastructure, and services.

Performs daily system monitoring, verifying the integrity, security, and availability of critical systems. Communicates with individuals of varying technical aptitudes. Monitors systems and responds to outages and security issues.

Provides web development support, as well as systems integration and automation capabilities. Supports outside vendors and contractors, translating internal needs to technical requirements.

Performs similar or related work as required, directed, or as the situation dictates.

Recommended Minimum Qualifications

Education and Experience



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Bachelor's degree in information systems or computer science related field; four years of experience in computer science and support or an equivalent combination of education and experience.

Knowledge Knowledge and understanding of industry standards, best practices and techniques regarding the management of information technology systems and procedures, both technical and administrative. In-depth knowledge of networking protocols and architecture. Well versed in the inner workings and front-end usage of various operating systems and platforms. Thorough understanding of and experience with software/web development methodologies, programming and scripting languages, as well as database architecture and development. Experience integrating divergent systems in support of business process automation. Experience supporting and planning large scale mission-critical networks, as well as mobile device/endpoint management and security.

Ability Must possess the ability to quickly and effectively assimilate complex technical information and communicate it as needed to audiences of varying technical aptitudes, and occasionally lead group trainings. Coordinates with multiple vendors and contractors. Ability to prioritize tasks appropriately in high stress situations.

Skill Must be dependable and possess a good working attitude. Must demonstrate verbal and written communication skills. Excellent problem solving and troubleshooting skills.

Required Licensing/Certification: A valid U.S. Driver's License

Job Environment

Job functions are primarily carried out within typical office conditions, with occasional visits to equipment/server rooms, wiring closets, and crawl spaces. Field work, including the inspection of uninhabited buildings as well as outdoor infrastructure also may be required.

Operates standard and specialized office/computer equipment; operates an automobile. Occasional usage of power tools, hand tools, and ladders may be required, as well as the ability to safely work around high voltages and other safety hazards.

Frequent travel to various municipal locations throughout Cape Cod, and County department locations is required. Attendance and participation in interdepartmental and public meetings may be necessary. Travel to trainings, workshops or conferences may be required.

Communicates and coordinates with multiple vendors and contractors on an as needed basis.

Traditional business hours are observed; however, 24/7 availability is necessary for incident response. Frequent need for work to be performed outside of normal business hours may be required.

As the regional government of Cape Cod, it is critical that the County maintain its ability to do business and provide services to the public under all circumstances.



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Errors in judgment may result in delays or loss of service and monetary loss.

Ability to work from home or the field, as required by the supervisor, while maintaining a sufficient level of professionalism. Frequent travel to customer locations may be required.

Physical Requirements

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimal physical effort required for regular duties. Must be able to lift and carry files, documents, records, and computer equipment on a regular basis. May spend prolonged periods of time in front of a computer, telephone, or other office machines. Eye and hand coordination and finger dexterity is required. Must be able to walk, kneel, stand, sit, talk, and hear, use hands and arms to reach, lift and to control devices such as keyboards, peripherals and connecting systems components. Frequently moves objects weighing 50 pounds; may move heavier equipment with assistance. Occasional need to maneuver into areas of buildings not intended for occupancy. Required to operate outdoors as needed and gain access to facilities in various weather conditions, safety permitting.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

Equal Opportunity/Americans with Disabilities Act Employer