



## **POSITION VACANCY NOTICE**

### **City of Ketchikan**

September 7, 2023

#### **TITLE: SENIOR SYSTEM ADMINISTRATOR**

<b>DEPARTMENT:</b>	IT		
<b>STATUS:</b>	Regular Full-time	<b>HOURS/DAYS:</b>	Monday – Friday 8:00 AM – 5:00 PM
<b>GRADE / STEP:</b>	768 / A - U	<b>DUTIES:</b>	See attached job description
<b>MONTHLY SALARY:</b>	\$6,645.94- \$8,951.11 DOQ	<b>UNION STATUS:</b>	NO

#### **Special Requirements:**

**A Bachelor's degree from an accredited college or university with major course work in computer science, information systems or a related field; Five years increasingly responsible experience administering and supporting firewalls, servers, SANs and switches similar to those in use by the City; Possession of, or ability to obtain, an appropriate driver's license; Microsoft Certified Professional: MCP**

#### **ADVERTISING REQUIREMENTS**

#### **POSITION IS OPEN UNTIL FILLED**

**WHERE:** Local Only ☐ Statewide ☐ Pacific NW ☐ National ☐

**PUBLICATIONS:** Ketchikan Daily News; Job Service; City Website

#### **APPLICANT PROCESSING INSTRUCTIONS**

**FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:  
HUMAN RESOURCES (907) 228-5631 OR ON-LINE AT  
<http://www.ktn-ak.us/jobs>**

**CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER**

## SENIOR SYSTEM ADMINISTRATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under direction, performs the most complex and difficult duties related to the modification, troubleshooting, and safeguarding of servers, firewalls, disk arrays and switches; oversees and participates in ensuring that the servers used by the City and their associated applications work properly, and that users are adequately equipped, supported, and trained in their use; provides first-line troubleshooting for server problems; administrates Exchange, email archive, file/print, SQL, HTML, RDP, Application Servers; administrates firewall configuration, ACLs, VPNs, and SPAM filter; administrates Dell EqualLogic SAN's and allocates DASD as needed among Virtual Servers; provides website maintenance as necessary; evaluates system resources and needs for implementation of new products; provides lead direction to lower level staff including training staff in their areas of work; identifies user training needs and notifies the Information Technology Director; and serves as acting Information Technology Director in their absence.

The Information Technology Department provides efficient and effective computer services to all the departments of the City and Ketchikan Public Utilities. The Senior System Administrator helps meet this departmental mission by building and maintaining complex servers, firewalls, SANs and switches including: installing and upgrading software/firmware, setting up user accounts (Active Directory, Exchange, VPN, etc.), overseeing operations, maintaining City websites, and other duties, in a timely manner. The Senior System Administrator must perform these duties in a manner that reflects positively on the City and the Department, and is responsible for maintaining a level of professional expertise and image that promotes efficient use of the resources available to the Department.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Performs the most complex and difficult system administration duties in the modification, troubleshooting, and safeguarding of servers, firewalls, disk arrays and switches.
2. Trains assigned employees in their areas of work including system administration methods, procedures, and techniques.
3. Oversees and participates in administering, maintaining, and/or supporting physical and virtual server systems including: hardware, software, file systems, and user accounts including Mail, Active Directory, FTP, and MS SQL.
4. Administers, maintains, and/or supports firewall and associated DMZ equipment.
5. Performs system checks and system tuning to maintain a high level of performance on system hardware.
6. Ensures security of firewall, switches, servers, applications, and directory services and coordinates network connections and support needs.
7. Oversees Information Technology staff to ensure proper client configuration; collects needed user/client support information and forwards to PC Network Technician(s) as needed.
8. Responds to inquiries over the phone and in person in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.

9. Provides informal individual hands-on instruction and guidance in the use of server applications and utilities, as resources are available; identifies user-training weaknesses and recommends appropriate application training to management staff.
10. Works with vendors for efficient implementation of new software products or systems and for resolution of any adaptation issues including vendor access to systems as needed.
11. Plans, recommends, schedules, and performs improvements and upgrades for server software/hardware.
12. Administers licensing requirement for servers and access clients; administers Windows domain and its member servers to provide reliability and consistency.
13. Works with vendors in maintaining and updating City databases; generates custom data sets for users using data retrieval programs such as Crystal Reports; automates sharing data sets between servers; sets up database backups for emergency recovery.
14. Monitors backups, and ensure ability to reliably restore, all City data including files, databases, and configuration information.
15. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology.
16. Serves as acting Information Technology Director in their absence.
17. Performs related duties as required.

### **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **Knowledge of:**

Operations, services, and activities of information systems programs.

Principles of lead supervision and training.

Advanced principles and practices of computer science and information systems.

Advanced principles and practices of firewall configuration and associated equipment.

Advanced principles and practices of SANs maintenance, troubleshooting, and administration.

Advanced principles and practices of server maintenance, troubleshooting, and administration.

Advanced methods and techniques of systems programming.

Operational characteristics of a variety of computer and network systems, applications, hardware, software, and peripheral equipment.

Methods and techniques of evaluating business operations to develop technology solutions.

Advanced principles and practices of database maintenance.

Advanced methods and techniques of developing technical manuals and training materials.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Pertinent federal, state, and local laws, codes, and regulations.

#### **Ability to:**

Perform the most complex and difficult server maintenance and administration duties.

Provide support in the implementation and maintenance of physical and virtual servers.

Provide support for firewalls including ACLs and VPNs.

Provide support for SANs and WAN switches.

Respond to and identify user needs and determine resolutions.

Rapidly analyze and resolve many types of complex technical problems.

Create various reports, charts and other materials from multiple layers of data.

Detect, isolate, and resolve information systems problems.

Install, troubleshoot, upgrade, test and support systems programs.

Monitor, maintain and administer a variety of operating systems.

Analyze complex systems and develop applications to meet user needs.

Implement and maintain server access security.

Test/evaluate server systems and recommend needed changes.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Adapt to new vendor products.

Explain complex technical or abstract concepts in clear and understandable terms while assisting/training system users with minimal technical background.

Work independently to analyze problems and implement solutions.

Organize and prioritize work schedule and handle multiple priorities.

Lead, organize, and review the work of staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in computer science, information systems or a related field.

**Experience:**

Five years increasingly responsible experience administering and supporting firewalls, servers, SANs and switches similar to those in use by the City.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate driver's license.

Microsoft Certified Professional: MCP

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

**Environment:** Work is performed primarily in a standard office environment with some travel to different sites; incumbents may be required to work extended hours including evenings and weekends work is frequently stressful; regular contact with department staff and employees at all levels of other departments, consultants, and vendors.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

Grade: 7-68

Union: No

FLSA: Exempt

Date Approved: April 2017

Date Reviewed: August 2019

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Human Resources Manager Approval

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City Manager Approval

