



CITY OF DOVER, NEW HAMPSHIRE
Supplemental Position Description

Position: Systems Administrator	Position Control No: XX-XX-XX-XX
Classification-Series: Information Technology Administrator	FLSA Status: Exempt, Regular FT 40 hrs/wk
Occupational Grouping: Professional & Managerial Services	Union - Grade: NON-UNION Grade 22
Organizational Unit: Executive Department	Primary Job Location: City Hall, 288 Central Avenue

JOB SUMMARY: Performs highly responsible work administering and maintaining the operation of the City's information systems. This includes the responsive and accurate administration of municipal core systems, with a focus on enterprise applications, as well as user account management.

ACCOUNTABILITY: Works under the direction of the Deputy Information Technology Director. Assigned duties are carried out independently. Work is reviewed through reports, conferences and observation of results.

SUPERVISION EXERCISED: Provides general supervision through work assignments, instruction, training, technical knowledge, and work review with collaborative information technology positions throughout the City and Schools. Coordinates and leads activities of Information Technology Technician(s) in completing and supporting City-wide information and telecommunication projects.

TYPICAL EQUIPMENT USED: Computer; telephone; calculator; typewriter; dictation & transcribing equipment; video and audio equipment; copy and facsimile machines; electronic diagnostic equipment; small hand and power tools.

TYPICAL WORK ENVIRONMENT: Inside: 98% Outside: 2%

DUTIES AND RESPONSIBILITIES (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class):

1. Monitoring and proactive maintenance of current City information systems, with a focus on enterprise application systems, including servers and server-based applications.
2. Administration and management of key municipal applications, i.e. financial management system applications, mail server applications, business management applications, web content management applications, cloud-based services, performance management, custom report creation.
3. Ability to learn and document work processes. Collaborate with municipal employees and vendors to find efficiencies and service improvements within those processes.
4. As liaison between municipal employees and vendors, learns how employees interact with enterprise applications and continuously updates that knowledge set. Assist employees in verbalizing application limitations and seeks solutions within Information Technology Office and with vendors.
5. Tracking, management and evaluation of reactive service calls to clients throughout the City and affiliate organizations.
6. Assist in the development, implementation and management of an integrated City-wide information systems infrastructure to include hardware, software and network equipment supporting all municipal department operations (including Schools).

7. Evaluates trends in information and telecommunication technology, hardware, software and networking and makes recommendations to Deputy Information Technology Director regarding appropriate hardware, software and system needs.
8. Works as the technical lead, or in conjunction with Information Technology staff, employees and vendors, in the implementation, ongoing maintenance and upgrade of information systems within all City departments.
9. Available after-hours (outside Monday - Friday 8am – 4pm and holidays) during critical network outages or for pre-scheduled information systems maintenance as needed.
10. Attends to many items requiring attention simultaneously, and/or in sequence.
11. Attends conferences and other education meetings and reviews professional literature to keep current on modern trends and practices.
12. Exercises discretion and maintains appropriate confidentiality concerning municipal related matters.
13. Performs or assists subordinates in performing duties; adjusts errors and complaints.
14. Seeks information from the Director of Information Technology regarding questions of procedures and information related to the City's information and telecommunication systems.
15. Coordinates activities with other employees, departments or agencies.
16. Establishes and maintains effective working relationships with employees, other departments and agencies, and the general public.
17. Maintains familiarity with and executes safe work procedures associated with assigned work.
18. Performs other related duties as required.

TYPICAL PHYSICAL ACTIVITY REQUIREMENTS:

<p>LIFT: -up to 10 lbs.: Occasionally required. -11 to 25 lbs.: Occasionally required. -26 to 50 lbs.: Rarely required. -over 50 lbs.: Rarely required.</p> <p>CARRY: -up to 10 lbs.: Occasionally required. -11 to 25 lbs.: Occasionally required. -26 to 50 lbs.: Rarely required. -over 50 lbs.: Not required.</p> <p>REACH: -above shoulder height: Rarely required. -at shoulder height: Occasionally required. -below shoulder height: Occasionally required.</p>	<p>PUSH/PULL: Occasionally required. TWISTING: Occasionally required. BENDING: Occasionally required. CRAWLING: Rarely required. SQUATTING: Occasionally required. KNEELING: Rarely required. CROUCHING: Occasionally required. CLIMBING: Rarely required. BALANCING: Not required. GRASPING: Frequently required. HANDLING: Frequently required. TORQUING: Frequently required. FINGERING: Frequently required.</p>
--	---

DURING AN 8 HOUR DAY, EMPLOYEE IS TYPICALLY REQUIRED TO:

<p>CONSECUTIVE HOURS: Sit: 2 hours Stand: 1 hour Walk: 1 hour</p>	<p>TOTAL HOURS: Sit: 5 hours Stand: 2 hour Walk: 1 hour</p>
--	--

COGNITIVE AND SENSORY REQUIREMENTS:

<p>TALKING: Necessary for communicating with others</p>
--

HEARING: Necessary for receiving instructions and information.

SIGHT: Necessary for performing job effectively.

TASTING & SMELLING: Not required.

TYPICAL WORK SURFACE(S): Standard office desk and chair; service counter; tables; computer work stations; carpet, tile, concrete and wood floors.

TYPICAL CONTROLS & EQUIPMENT: Keyboard/pad, computer mouse, electronic controls.

SUMMARY OF OCCUPATIONAL EXPOSURES: May be exposed to copier and printer toner. Possible electrocution hazard.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS: Well-developed skills to troubleshoot, prioritize, escalate and find technical solutions quickly and effectively, often using online and vendor resources; Extensive knowledge of networking equipment, and computer hardware and software, including firewalls, switches, operating systems, applications and programming. Extensive knowledge of techniques in information technology system analysis and design.; Extensive knowledge of the capabilities and requirements of information technology equipment; Knowledge of the principles and techniques of systems documentation; Knowledge of the principles of computer programming; Knowledge of the functions and organization of municipal government. Demonstrated ability to plan, organize, document and supervise the work of others; ability to make accurate arithmetic calculations; demonstrated oral and written communication; ability to maintain electronic and written records and prepare reports. Ability to maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully. Ability to prepare and deliver oral and written reports in public meetings.

EDUCATION/LICENSURE/CERTIFICATION REQUIREMENTS: Graduation from a college/university with a Bachelor's degree in Computer Science, Information Technology, or a closely-related field, plus at least four years progressively responsible experience in information systems management, support, or related information systems work; OR any equivalent combination of education and experience which demonstrates possession of required knowledge, skills and abilities. Must maintain valid NH motor vehicle operator's license. Microsoft Windows server, SQL server, mail server, database administration, programming, Crystal Reports and other Information System specific certifications preferred.

SPECIFIC VOCATIONAL PREPARATION/EXPERIENCE REQUIREMENT(S):

<input type="checkbox"/> 1. None.	<input type="checkbox"/> 6. 1 to 2 years.
<input type="checkbox"/> 2. Short demonstration up to 30 days.	<input checked="" type="checkbox"/> 7. 2 to 4 years.
<input type="checkbox"/> 3. 30-90 days.	<input type="checkbox"/> 8. 4-10 years.
<input type="checkbox"/> 4. 91-180 days.	<input type="checkbox"/> 9. Over 10 years.
<input type="checkbox"/> 5. 181 days to 1 year.	

OTHER CONSIDERATIONS AND REQUIREMENTS: The minimum requirements listed above may be satisfied by having any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities.