


TOWN OF WINDHAM

Position Title: Systems Administrator
Department: Town Manager
Reports to: Information Services Manager
Classification: Non- Exempt 15

Date: _____
Incumbent: _____
Supervisor: _____
Town Manager: 

General Summary:

This is a professional and technical position within the Town Manager's Office providing technical support for the operation of the Town's computer systems and networks. Performs tasks necessary to meet the needs of users, including hardware and software installation, configuration, training, network administration, diagnostics and troubleshooting. Participates in planning for information technology needs. Work is performed under the general guidance and direct supervision of the Information Services Manager. Performance is evaluated based on daily observation and results.

Essential Functions:

- Performs network administration functions; implements measures with regard to efficient operation, data integrity, computer ethics, and system security.
- Implements regular data backup and recovery protocols.
- Participates in planning efforts with regard to all aspects of the Town's present and future uses of information technology.
- Provides user orientation and training on efficient and proper use of the Town's information systems.
- Maintains an inventory of, and documentation on, the configuration of the Town's computer systems and networks.
- Provides assistance to users in the use of computer applications or operating system software, personal computer, printer, network, and communications hardware.
- Diagnoses and take corrective action as necessary to address reported or observed problems.
- Ensures maximum possible system availability by contributing to and maintaining comprehensive and effective maintenance and upgrade schedules.
- Maintains a record-keeping system for all reports of trouble, all observed conditions requiring a response, all requests for user support, and involvement with network support and other vendors in addressing these issues, and makes periodic reports of such activity.
- Provides support for the Emergency Operations Center, as needed.

Other Duties and Responsibilities:

- Provides technical assistance to WCCG television station.
- Performs other work as may be required in support of the Town Manager's Office.

Competencies:

- Proficient in the installation, configuration, and operations of the Microsoft Office Suite of productivity applications;
- Thorough knowledge of Microsoft Windows personal computer and network operating systems, personal computer and network application software;
- Knowledge of personal computer hardware, components, and peripherals;
- Knowledge of Microsoft Windows Server 2008 and later, Exchange Server, and network/server operating systems, concepts, administration, utilities and services;

Required Education/Experience:

- High school diploma, plus two year degree or certificate program in information systems, or vendor certification such as Microsoft MCSE for relevant products/systems;
- Experience in a networking environment including Microsoft Windows, and Microsoft Windows Server environments as coordinator, on-site support person or site specialist; and
- Experience working directly with users, both individually and in groups, and functioning as part of a team identifying goals, and developing and implementing strategies for their implementation; or
- Any equivalent combination of education and experience which demonstrates possession of the necessary knowledge, skills and abilities needed to accomplish the essential functions of the position.

Additional Eligibility Qualifications:

- Maine driver's license, Class C.
- Familiarity with Microsoft Exchange Server, Hyper-V Datacenter, VMWare VSphere, geographic information systems (GIS), VPN connections and Cisco Meraki firewalls.
- Familiarity with networking concepts and operating, architectures, topologies, protocols, Internet connectivity concepts, issues, and practices, remote access, network applications, and other personal computer and network technologies in the computer industry at-large.
- Ability to respond to service calls on nights and weekends, as needed.
- Must pass criminal background check.

Working Conditions/Physical Demands:

Considerable physical effort may be required; normally seated or standing with freedom of movement on a regular basis. Duties are performed primarily indoors in an office environment but may require occasional periods of climbing or balancing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Weights up to 80 pounds are encountered. Vision requirements include close vision and ability to adjust focus.

The above statements are intended to describe the general nature and the level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

EEO Statement:

The Town of Windham provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the Town complies with applicable state and local laws governing nondiscrimination in employment in every location in which the Town has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.