

CITY OF CHATTANOOGA

Classification Specification Title: Systems & Database Spec 1

Department: Technology Services

Pay Grade: GS.09

Supervision Received From: Manager IT Infrastructure

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 6/29/07

Revision Dates: 4/4/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for providing system/server administration, email administration and database administration in support of City-wide operations, ensuring efficient retrieval and sufficient protection of data. May also provide programmer/application support as necessary. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL: The Systems & Database Specialist 1 is the first level of a two level systems and database series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Performs basic and high-level domain, server, disk/file-share, e-mail and database security administration functions which includes creating and maintaining policies, profiles, security groups, accounts, network authentication, event investigations and compliance enforcements; providing monitoring and primary response and intervention to information technology related security incidents and violations; monitoring customer service request applications for support requests; resolving issues and responding to users and performing other related activities.

Implements, administers, monitors, maintains and supports City resources which includes providing on-call support; monitoring operating systems and system resources, including CPU usage, disk usage, back-up systems and response times to maintain operating efficiency; working closely with end-users, department staff, external agencies, vendors and consultants to implement, maintain and support systems; monitoring applications for support requests, resolving and responding to users and performing other related activities.

Monitors, troubleshoots, diagnoses and corrects problems, failures and performance issues related to City resources by using and interpreting a wide variety of tools, applications, system log files, operating system hardware and software manuals, internet newsgroups and forums.

Implements, monitors and maintains mission critical system backups to preserve data; performs disaster recovery of data, software and hardware; monitors user conduct in relation to data protection.

Writes, maintains and documents system programming scripts to perform systems administration tasks.

Writes and maintains system documentation, policies, procedures, and logs.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

Patch management principles for client machines and servers; maintenance and operation of multi-server virtualized environments; technology performance, recovery and security principles; networking fundamentals; management of cellular connected network hardware.

MINIMUM QUALIFICATIONS:

Five (5) years of any combination of relevant education, training or experience sufficient to perform the essential duties of the job will be considered; or any combination of equivalent experience and education.

An example of relevant education is a Bachelor's Degree in Computer Science. Examples of relevant experience include database administration of relational databases such as Microsoft SQL Server or Oracle; operating system administration on the enterprise environments of Linux Server and Windows Server; application management/administration such as Microsoft Exchange Server; and experience writing computer programs with a programming language.

LICENSING AND CERTIFICATIONS: MCITP Certification in Enterprise Administrator or Enterprise Messaging Administrator preferred.

SUPPLEMENTAL INFORMATION:

Knowledge of relational databases; Linux Server operating systems in an enterprise environment; Windows Server operating systems in an enterprise environment; integration of Windows Server domain environments and Linux Server environments; application management and administration principles; applicable computer applications programming languages; systems analysis techniques and customer service principles.

Skill in using a computer and related software applications; providing customer service; troubleshooting systems and database problems; analyzing computer systems; programming computer applications; defining problems, collecting data, establishing facts and drawing valid conclusions; reading and interpreting technical documents, instructions and procedural manuals; interpreting an extensive variety of technical instructions in mathematical or diagram form and dealing with several abstract and concrete variables; maintaining data security; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS: Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.