

CITY OF CHATTANOOGA

Classification Specification Title: Systems Administrator 1

Department: Technology Services

Pay Grade: GS.09

Supervision Received From:

FLSA Status: Exempt

Supervisory Responsibility For:

Established: 6/29/07

**Revision Dates: 11/02/23;
10/20/23; 1/11/23**

CLASSIFICATION SUMMARY:

The incumbent in this position will be responsible for providing system/server administration and database administration support of city-wide operations, ensuring efficient retrieval and sufficient protection of data. The position may also provide programmer/application support as necessary.

SERIES LEVEL: The Systems Administrator 1 is the first level of a two-level System Administration 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.)

Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization.

Install and upgrade computer components and software, manage virtual servers, and integrate automation processes.

Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.

Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure.

Perform and/or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.

Responsible for capacity, storage planning, and database performance.

Provides Active Directory support by installing such directories which includes planning and implementing organizational models and structures.

Performs database administration activities and application software support.

Provides end-user support which includes answering technical questions related to operating systems, software products, and related items.

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):

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Information Technology, Information Systems, Computer Science or Similar and one (1) year of professional experience in database, network administration, or system administration experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Microsoft Certified IT Professional (MCITP)

KNOWLEDGE & SKILLS:

Working knowledge of virtualization, VMWare, or equivalent. Strong knowledge of systems and networking software, hardware, and networking protocols. Experience with scripting and automation tools. Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols. Continually gain new knowledge, and understand new technologies, by reading and understanding technical publications. Ability to determine, define and analyze problem definitions, requirements, and propose solutions. Ability to configure, test, and troubleshoot network equipment. Ability to work in a team-based environment. Ability to communicate effectively verbally and in writing. Ability to problem solve and think logically. A self-starter able to work independently or in a team environment. Ability to be a team player who is self-organized, self-disciplined, and eager to constantly improve themselves and team processes for efficiency and progress. Ability to adapt to a changing work environment.

PHYSICAL DEMANDS: Positions in this class typically require stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, 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. May need to move around multiple locations throughout the City for work-related collaboration.

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.