CITY OF CHATTANOOGA
Classification Specification Title: Systems Administrator Lead

Department: Technology Services

Supervision Received From: Director IT Infrastructure

Supervisory Responsibility For: None

Pay Grade: GS.12

FLSA Status: Exempt

Established: 12/05/23

Revision Dates: 4/4/25; 8/29/24

CLASSIFICATION SUMMARY:
The Systems Administrator Lead works under the general supervision of the Director of IT Infrastructure and is the Lead of the Systems Administrator Division. The incumbent in this position will be the senior expert on systems and database matters and takes lead on projects that require specialized expertise. May also provide programmer/application support as necessary.

SERIES LEVEL:
The Systems Administrator Lead is a stand-alone position.

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.*)

Daily delegation of support tickets in a priority focused manner.

Manage numerous concurrent tasks and assignments, with frequent interruptions.

Managing a team including workload management, time off requests, performance evaluations, and mentorship.

Assist and mentor team members during the duration of an assignment or project when necessary.

Serves as a subject matter expert for all systems and as a technical liaison during initial installs.

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.

Participates in writing bid specifications for new equipment, assessing bids, and evaluating new hardware and software.

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 four (4) years of professional experience in database, network administration, or system administration experience, supplemented by the necessary years of education/technical training in data communications from a college or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:
Microsoft Certified Solutions Engineer (MCSE) - desired
Microsoft Certified Database Administrator (MCDBA) - desired
CompTIA Server+ - desired

SUPPLEMENTAL INFORMATION

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 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.