

CITY OF UPPER ARLINGTON
invites applications for the position of:



City of Upper
Arlington Logo

Systems Administrator

SALARY:	\$34.86 - \$48.80 Hourly \$72,505.89 - \$101,508.16 Annually
OPENING DATE:	12/28/22
CLOSING DATE:	01/20/23 11:59 PM
DESCRIPTION:	

JOB RESPONSIBILITIES:

As part of the Information Technology team, reporting directly to the Director of Information Technology, the IT Systems Administrator functions as the main point of contact for real time problem analysis and resolutions for all technology issues within the organization.

EXAMPLES OF DUTIES:

ESSENTIAL FUNCTIONS: For purposes of 42 USC 12101:

1. Installs, maintains, configures, upgrades and/or administers hardware and/or software.
2. Provides Tier 1 and Tier 2 Level Customer support, escalating tickets to Tier 3 engineers. Provides onsite and remote support related to network, software, hardware or connectivity issues.
3. Manage citywide asset inventory of end user devices.
4. Receives requests for computer and other information technical assistance; track requests; and maintains prioritization of calls and a system database of technical issues status; ensures closures to such requests.
5. Install and update computer hardware, firmware, and software; responsible for the maintenance and distribution of office, phone or computer equipment; maintains knowledge of current trends in technology.

6. Independently manages deployment and maintenance of end-user computer images, including imaging infrastructure.
7. Maintains licenses and certifications as required, if any.
8. Demonstrates regular and predictable attendance.
9. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

OTHER DUTIES AND RESPONSIBILITIES:

10. Performs other duties as required. (5%)

TYPICAL QUALIFICATIONS:

QUALIFICATIONS:

High school diploma or GED and two (2) years of technical school or college education in computer technology or computer services; or the equivalent of at least three (3) to five (5) years of experience in the computer field repairing computers, installing software, and problem isolation/resolution with at least two (2) years previous Help Desk or Desktop Support experience; or any combination of training, education, or experience which provides the desired knowledge, skills, and abilities to perform the essential functions of the position.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Valid State of Ohio Driver's License and the ability to maintain insurability under the City's vehicle insurance policy; A+ or Net+ desired; MCP or MCSE desired; CCNA or CCDA desired; ENA or ENS desired.

SUPPLEMENTAL INFORMATION:

KNOWLEDGE, SKILLS, AND ABILITIES: (* indicates developed after employment).

Knowledge of:

- *Applicable laws, regulations, City policies, procedures, and requirements including Ohio Ethics law and Public Records law.
- Workplace safety;
- Information technology;
- Networking systems;

- Computer hardware/software;
- Internet; intranet;
- Anti-virus;
- Desktop management tools;
- Help Desk ticketing application;
- Telecommunication applications;
- Deployment Services.

Skill in:

- Proficient use of applicable technology and software;
- Troubleshooting;
- Use of modern office equipment;
- Computer software/hardware.

Ability to:

- Carry out detailed but written or oral instructions;
- Interpret a variety of instructions in written, oral, picture, or schedule form;
- Deal with problems involving several variables within familiar context;
- Interpret extensive variety of technical material in books, journals, and manuals;
- Exercise independent judgment and discretion;
- Add, subtract, multiply, and divide whole numbers;
- Compile and prepare reports;
- Instruct others; respond to routine inquiries from public and/or officials;
- Demonstrated awareness of and an ability to effectively use communication that overcomes socio-cultural and lingual barriers, to be aware of verbal and nonverbal forms of communication, and listen and adapt approach to fit audience;
- Effectively use and understand a variety of written and/or verbal communications;
- Provide high level of customer service to both internal and external customers;
- Handle situations in a manner that is sensitive to inclusivity and cultural dynamics.
- Develop and maintain effective working relationships;
- Resolve complaints;
- Travel to and gain access to work site.

APPLICATIONS MAY BE FILED ONLINE AT:

<https://upperarlingtonoh.gov>

3600 Tremont Rd
Upper Arlington, OH 43221

hr@uaoh.net

Position #20221228
SYSTEMS ADMINISTRATOR
JM