

RESOLUTION NO. 23-007

A RESOLUTION creating a new position within the
Information Technology department.

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF CAMAS AS
FOLLOWS:

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There is hereby created in the Information Technology Department a new position
entitled Information Technology System Administrator. Such position shall be a union
represented position in the CPEA bargaining unit and shall perform such duties as shall be
outlined in any job description proscribed by the City, as may be revised from time to time.
The position description and salary schedule are attached hereto as Exhibit "A" and shall be
effective as of September 1, 2023.

PASSED BY the Council and approved by the Mayor this 5th day of September,
2023.

SIGNED: _____
Mayor

ATTEST: _____
Clerk

APPROVED as to form:

City Attorney

INFORMATION TECHNOLOGY SYSTEM ADMINISTRATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

Under the general direction, the System Administrator's role is to manage, support, configure in-house and cloud software and systems. This individual also participates in the planning and implementation of IT security, policies, and procedures to ensure system provisioning and maintenance that is consistent with company goals, industry best practices, and regulatory requirements.

The System Administrator (SA) is responsible for the effective management, review, analysis, installation, upgrade, migration, and configuration of enterprise applications and systems. The SA needs to be able to diagnose and resolve problems quickly. They must have the ability to easily communicate technical concerns and solutions to many different people with varying degrees of technical knowledge as well as work with individuals in all departments to help solve their technical issues. They are also responsible for maintaining the organization's systems, including servers, testing server equipment, backup, and recovery of systems/servers, and protecting the organization's critical information as well as other processes. The SA reports to the Information Technology Director.

ESSENTIAL FUNCTION STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

Analyzing, diagnosing, and resolving problems associated with server hardware and operating systems.

Provisioning, installation/configuration, operation, and performing the maintenance of systems hardware and related infrastructure, including servers, storage, and backup environments.

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

Configuration and providing support for enterprise applications (e.g., Exchange, Active Directory, M365)

Detecting, diagnosing, and reporting related problems to applicable software and system vendors and securing, installing, and testing the vendor supplied fixes.

Monitoring systems for security risks and ensuring IT security standards are being met across all systems.

Cybersecurity Implementation. Implement, and enforce cybersecurity policies and procedures to protect sensitive government data and information systems. Apply industry best practices, compliance requirements, and standards to mitigate security risks.

Perform security audits – e.g., CJS and requested technology audits.

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

Engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation. Research & development, technical analysis, design, and provide recommendations.

Assist project teams with technical tasks and/or issues in all phases of the project lifecycle.

Define requirements, benefits, and technical strategy for systems.

Support of operations staff in acquiring technology, executing testing and implementing solutions

Support and/or perform operating system updates for systems.

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

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

Secures system by developing system access, monitoring, control and evaluation.

Perform network administration duties in the absence of other information technology staff.

AUXILIARY FUNCTION STATEMENTS

Other duties as assigned that support the overall objective of the position and goals of the department and the City of Camas as necessary or assigned by Director of Information Technology.

Provide backup assistance for the Network Administrator and System Analyst/Programmer as needed, ensuring uninterrupted operations of the IT systems.

Support the documentation efforts of the IT team by contributing to the creation and maintenance of technical documentation, guides, and knowledge bases.

Serve as backup support during critical incidents or emergencies, assisting primary responders and helping to resolve urgent technical issues.

Communicate upcoming changes to relevant stakeholders, including users, IT teams, and management. Provide clear information about the timing, expected impact, and any necessary actions.

QUALIFICATIONS:

Knowledge of:

Systems analysis and industry cyber security practices.

Advanced technical knowledge of virtual servers, Windows, and SAN technologies.

In-depth understanding of enterprise applications/systems, hardware; monitoring and maintenance of systems.

Report preparation, research methods.

Executing organizational policies for the use of technical systems and network by configuring City cyber security policies for users and taking care of identity management.

On premise/cloud server storage solutions including Dell, HP, and Microsoft.
Experience in administrating and configuring enterprise M365 environment.
Various backup and monitoring solutions.
Scripting and automation tools such as PowerShell.
Windows Server, VM Ware, Print Services, HP Alletra storage solution, Synology.
Active Directory, DNS, WAN, DHCP and Group Policy administrator/user support.
In depth knowledge of current cyber security practices, software and monitoring.

Ability to:

Pass a pre-employment Criminal History Background Check.
Take care of user accounts, permissions, access rights, and storage allocations.
Offer technical support and troubleshoot any hardware and software problems related to server and storage devices.
Establish strong interpersonal and communication skills; use tact, patience, and courtesy when working with others.
Proactively solve problems, think innovatively, and thrive in an ever-evolving technology field.
Strong communication skills to collaborate with different teams and convey cybersecurity concepts to non-technical personnel.
Provide excellent customer service to City of Camas departments as well as peers in the department.
Work collaboratively and be a team player.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to a Bachelor's degree in information technology, computer science or a related field.

Experience:

Five years as a System Administrator.

License

Possession of an appropriate, valid driver's license.
Microsoft Certified Solutions Associate (MCSA) or Microsoft Certified Solutions Expert (MCSE) certification from Microsoft for Windows Server 2012 – 2019.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Office/field environment; exposure to computer screens

Mobility: Sitting for prolonged periods of time; extensive use of computer keyboard; must have the ability to perform the following: walking, climbing stairs, bending, crouching, and lifting of objects up to 60 pounds

Vision: Visual acuity to read computer screens.

Other Factors: Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings.

Position							
	1	2	3	4	5	6	7
IT System Administrator	8449	8703	8964	9233	9510	9795	10089