



JOB DESCRIPTION

TITLE: Systems Administrator I
DEPARTMENT: Information Technology
GRADE: 17
FLSA: Exempt
EEO DESIGNATION: Professionals
REVISION DATE: 12/07/2020

POSITION SUMMARY

Acts as the initial user support contact for all Public Safety technology and information systems. Evaluates, prioritizes, and resolves problems reported by Public Safety department computer users. The Systems Administrator I is responsible for ensuring that Draper City Public Safety software and hardware technology is always working at peak efficiency. The Systems Administrator I works under the direction of the Information Technology (IT) Director.

This position is a split-function role whereas approximately 20 hours per week are dedicated to Public Safety and the remaining time is spent as supplemental general IT staff support. This position will, by necessity, require 24/7 on-call status and on rare occasions be required to work outside of Draper City's normal operating business hours in the event of technical emergencies or in support of the Draper City Emergency Operations Center.

ESSENTIAL FUNCTIONS (Public Safety – 50%):

- Recognizes, diagnoses and independently acts/resolves commonly occurring machine stoppage and error situations which include: PCs, mobile devices, e-mail, password issues, and general computer help such as network and/or mobile access.
- Ability to maintain cooperative relationships with those contacted in the course of work activities.
- Provides first-level assistance with Computer Aided Dispatch (CAD), Records Management Systems (RMS), CradlePoint, Netmotion, Microsoft Windows, and other Public Safety-related information systems.
- Working knowledge and understanding of Microsoft products, PCs, network communications and other office equipment (e.g. cellular devices, printers, WiFi, etc).
- Attends VECC, municipal, county, and state Public Safety technology meetings.
- Acts as the primary liaison between Draper City and all outside Public Safety agencies.
- While the Systems Administrator I reports directly to the IT Director; the position is at times required to take logistical direction from the Police Chief, Police Lieutenants, the Fire Chief, and Fire Battalion Chiefs.
- Create and maintain Public Safety technology documentation
- Cross-training of other IT Staff



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ESSENTIAL FUNCTIONS (IT Staff Support – 50%):

- Assist with general Help Desk incoming calls
- Assist with desktop and laptop computer imaging
- Assist with mass roll-out and upgrades of end-user software/hardware

MINIMUM QUALIFICATIONS:

An Associate degree in computer science or an equivalent combination of education and experience. Two (2) years of technical computer customer service experience. Ability to communicate effectively with and to work well with supervisors, co-workers, and employees in other departments. Ability to follow city policy, establish priorities, concentrate on tasks accurately and accomplish duties in a timely manner.

KNOWLEDGE, SKILLS AND ABILITIES

1. Has the skills and abilities in computer software and hardware operation and routine technical maintenance of computers.
2. Skilled in written and verbal communication.
3. Knowledge of various general computer applications including word processing, e-mail, Internet, and Public Safety CAD/RMS.
4. Skilled in the operation of the Microsoft Windows operating environment.
5. Ability to answer technical questions regarding the operation of software and hardware.
6. Consistently exercise initiative in using time productively and without close supervision. Project a professional image when serving Draper employees, responding with a high degree of accuracy and with a high level of courtesy and a strong public service orientation. Establish and maintain effective working relationships with Public Safety supervisors.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

Generally comfortable conditions. Person in this position is required to work at a computer station for long periods of time. Talking, hearing and seeing required in the daily performance of job duties. Position may require walking, standing, stooping, sitting, reaching, etc. Position requires the ability to safely pick-up and move computers, printers, monitors, etc. Some travel may be required in order to perform the duties associated with this position. This position requires a memory for details, emotional stability and discriminating thinking. This position also has exposure to stress and time deadlines and may have irregular work hours during unforeseen outages.



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The City of Draper is an equal opportunity employer without regard to race, color, religion, national origin, disability, genetic information, sex or age.

The intent of this job description is to provide a representative summary of the major responsibilities and duties performed on the job. It is not intended to be an exhaustive list of all job-related duties and responsibilities that an employee may perform. An employee in this position will be required to perform any other job-related duties required by their supervisor. This job description is not intended to and does not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.