

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Technical Services Systems Administrator

UNION: 231

DEPARTMENT: Information Technology Services

SG: 7

CS: N

FLSA: N

EEO4CODE: TE

JOB SUMMARY:

Administers the systems, services, standards and processes of the Technical Services Division under the direction of the Technical Services Manager. Responsible for supervising technical services staff and overseeing the service desk program including delivering outstanding customer service, technical support, and technical training. Assists in establishing customer-oriented service goals and ensuring service delivery.

Serves as administrative lead for help desk and technical training software. Oversees computer provisioning and deployment with primary responsibility for maintaining computer asset records. Serves as back-up administrator for systems and projects overseen by the Technical Services Manager.

Assists the Director and Technical Services Manager in developing and maintaining programs to ensure City compliance with internal policies, security best practices, and regulatory standards, such as the Health Insurance Portability and Accountability Act (HIPAA), Payment Card Industry (PCI), Criminal Justice Information Systems (CJIS).

SUPERVISORY RELATIONSHIP:

Reports to Information Technology Technical Services Manager. Work is performed under general supervision and the guidance of City and Departmental policies and procedures. Supervises technical support staff including Technical Support and Training Specialists, Technical Support and Applications Support Specialists and other technical support staff, as assigned. Provides assistance to systems and technical staff in other departments.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Oversees the daily operation of the Service Desk function of the I.T. Department. Coordinates communications, prioritization and delivery of support to City departments and staff at the direction of the Technical Services Manager. Ensures that technical staff adhere to customer service best practices and keeps up-to-date documentation and training aids.
2. Administers the Service Desk system. Researches best practices and elicits customer feedback for implementation of continuous process improvement. Maintains reports for tracking help desk performance and customer satisfaction.
3. Administers technical training system and promotes, coordinate, schedules, and delivers training to end users. Performs customer outreach and coordinates technical training opportunities for all City employees.

4. Assists the Technical Services Manager in research, development, planning, testing, implementation, and communications related to enterprise management and client systems. Creates and maintains technical documentation related to technical standards, systems and applications. Develops, effectively recommends, and coordinates budget estimates related to technical projects; oversees budgets during project implementation.
5. Acts in a backup administrative role for core enterprise technology and configuration including Active Directory and Azure Active Directory, Microsoft Office 365 (Exchange Online e-mail, SharePoint, Skype) Group Policy, System Center Configuration Manager (SCCM), Windows Deployment Services (WDS), Windows Update Services Server (WSUS) and Administrative Scripting (PowerShell). Utilizes a wide variety of technical tools and development tools to ensure accurate directory synchronization, ensure proper mail flows/operations, and to comply with security and standards requirements.
6. Plans, organizes, directs, and monitors the daily work of the Technical Services staff to accomplish work program and departmental goals. Assigns work and ensures appropriate training is provided. Screens applicants and effectively recommends hire. Conducts annual performance evaluations, provides feedback and guidance, coaches and counsels employees, and delivers corrective action as needed.
7. Oversees computer provisioning and deployment based on standards established by the Technical Services Manager. Responsible for monitoring, license management, and fixed asset management for the following programs: computer infrastructure inventory and replacement, Microsoft products purchased and installed citywide, and for other client-installed products. Maintains hardware tracking database. Assists with purchasing of computer equipment and accessories for the City. Coordinates client testing efforts related to new systems or standards.
8. Communicates with City staff at all levels of the organization to improve employee awareness of key technology issues, improve end user technical skills and policy awareness, improve technology-related budget planning, ensure adherence to security and compliance standards, and increase customer satisfaction. Provides communications outreach with departments related to technical service and training.
9. Performs direct support, training, and/or problem resolution for end-user clients at all levels within the organization, and supporting a wide variety of enterprise services and systems, and desktop and mobile client solutions.
10. Assists the Technical Services Manager in the development and implementation of hardware, software and equipment standards and procedures.
11. Maintains current knowledge of trends and developments in the information technology field. Researches and evaluates the use of new applications/technology/standards and equipment at the direction of the Technical Services Manager.

ADDITIONAL WORK PERFORMED:

1. Serves as backup to line staff and to the Technical Services Manager to ensure the continuity of all services and support across systems and applications. Provides training and technical documentation to Network Operations staff regarding enterprise system issues, integration, and management.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

TECHNICAL

Knowledge of:

- Comprehensive and up-to-date knowledge of principles and procedures related to providing technical support services in a customer-oriented environment.
- Comprehensive and up-to-date knowledge of and skill in utilizing Microsoft technologies including Windows Server, Active Directory, Systems Center, Azure, Office 365, PowerShell, and Group Policy.
- Comprehensive and up-to-date knowledge of client technology support including Windows-based computers, tablet computers, smart phones, printers, wireless technologies including Virtual Private Networks (VPN); industry standard methods for deploying hardware and software in a complex multi-site enterprise environment.

Ability to:

- Strong ability to use wide variety of rapidly evolving system development and scripting tools including the ability to leverage vendor Application Program Interfaces (API); special emphasis is placed on knowledge and use of PowerShell, Windows Management Instrumentation, Visual Basic Scripting (VBS), Transact-Structured Query Language (T-SQL), and Integrated Development Environments (IDEs) such as Sapien PowerShell Studio, Visual Studio code and PowerShell Integrated Scripting Environment.
- Understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents; and to develop compliance programs as needed.
- Maintain technology skills and knowledge in a rapidly-changing environment; including complexity generated by increased compliance and security requirements, and including ability to proactively monitor Microsoft cloud-based and on-premises enterprise architecture, products, and services.

MANAGEMENT/SUPERVISORY:

Knowledge of:

- Strong knowledge of the principles and practices of leading, supervising, and training teams.
- City and Department policies and procedures including work processes and labor contract provisions for the workgroup.

Skill in:

- Strong leadership skills such as interpersonal sensitivity, adaptability, flexibility, and reasoning skills.
- Good supervisory skills including the ability to plan and organize the work of others, and train employees in work processes and techniques.

Ability to:

- Expert ability to interpret and manage software licensing documents, related budgets, systems usage, and asset tracking.
- Strong ability to manage project budgets and staff resources.
- Motivate and encourage staff, build teamwork, and foster a results-oriented environment.

COMMUNICATIONS:

Skill in:

- Strong written communication skills for composing documentation, preparing reports, and corresponding with City employees and vendors.
- Excellent communication and interpersonal skills for interactions with co-workers, supervisors, managers, other City employees, and the general public.

OTHER:

Skill in:

- Excellent organization, time management, problem solving, technical troubleshooting, and planning skills. Ability to work on several projects concurrently.

Ability to:

- Establish and maintain effective working relationships with other employees, City officials, and representatives of other government agencies.
- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
 - Dexterity of hands and fingers to operate a computer keyboard;
 - Lift and carry up to 25 pounds;
 - Exchange verbal information in person and by telephone;
 - Near distance visual acuity to diagnose and resolve technical problems with computer displays and to assure proper operation of computers and software;
 - Sit or stand for long periods of time.

WORKING ENVIRONMENT:

The work is generally performed in an office environment with frequent visits to customer worksites. Works extensively at a computer work station. Works with a variety of hand tools and computer diagnostic equipment to identify, repair and solve problems.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, information systems management, business computer programming, mathematics, or related field.
- Three years of progressively responsible experience supporting, implementing, and providing direct technical services in a complex network environment.
- Two years of significant experience with Active Directory and at least one of the following systems: MS Exchange, Systems Center Configuration Manager, Windows Deployment Services (or third party systems equivalent).
- Two years of experience utilizing Windows Powershell to administer one of the above systems.
- Work experience providing technical service and support to end-users in a customer service environment.
- Supervisory experience in a Service Desk setting strongly preferred.
- Public sector experience desirable.

- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, local background check and fingerprinting. Subject to re-check every five years.

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12/16

REVIEWED BY: _____
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