Job Description

Position:	System Administrator
Primary Location:	Town Hall/Various Locations in Town
Employment Status:	Full-time, Salaried, Exempt
Reports To:	IT Director
Description Updated On:	October 25, 2021

Summary/Objective

The System Administrator manages all aspects of the Town of Milford's computer, server, and telephone operations; recommends the proper equipment to meet the Town's needs; installs and maintains back-ups, integrity and security of all computer, server, and telephone operations. This position requires a strong desire to learn new skills and technologies and help develop an IT work plan and successful IT program.

Essential Functions

- Manages the Town of Milford's computer network servers, workstations, and notebooks including software/hardware installations, maintenance, upgrades; evaluates and recommends ways to improve and streamline technology operations.
- Performs technical troubleshooting to resolve computer and phone equipment and software problems.
- Assists with the management of the Town of Milford's Office 365 Exchange and Office Software environment.
- Manages and administers the backup system for the network servers. Restores files and databases, as required.
- Coordinates phone system repairs with hardware and software technicians. If needed, administers and programs minor phone system changes.
- Identifies and develops an IT work plan based on short- and long-term needs.
- Prepares a timely information technology systems administration budget during the Town of Milford's annual budget process.
- Maintains records on computer network service and communication systems, Town of Milford-wide inventories, purchases, and repairs.
- Remains current concerning trends and developments in computer hardware and software; performs research and provides information and assistance as assigned; assists in system planning.
- Trains and provides technical assistance and support to users regarding features, capabilities, and policies regarding Internet/email, computer, and software use.
- Assists with the development and updating of the Town of Milford's computer and software usage, communication policy and web standards.
- Consults with department directors concerning future technology implementations and projects and for specific departmental technology needs.
- Consults with department directors to coordinate system activities and to identify needs; assists with the management of major projects including software and hardware improvements, development of complex systems, and replacement of existing systems relating to voice, video and data.

- Works and acts as a team player in all interactions with other Town of Milford employees.
- Recommends consultant assistance, as needed.
- Performs other related duties as directed or assigned.

Required Qualifications, Education, and Experience
Associate's degree in information technology, computer science, computer engineering, or a closely-related field and a minimum of two (2) years of progressively responsible information systems administration experience. Combinations of relevant experience and education may be considered. Must hold and maintain a valid Massachusetts Driver's license.

Preferred Qualifications, Education, and Experience
Bachelor's degree in information technology, computer science, computer engineering, or a closely-related field.

Knowledge, Skills & Abilities
- Excellent knowledge of Windows Systems, Microsoft Office (all versions including 365, Windows Server (all current systems)), BDC/PDC, and RAID systems. Knowledge of ESX 4.0, and Vsphere 4.0.
- Knowledge of Microsoft networking components such as Windows NT Server, DHCP, WINS, and client server applications.
- An array of knowledge and background experience vast enough to perform work within a large software-based environment. Strong experience with municipal-style systems, data storage, multiple types of communication devices, etc.
- Knowledge of TCP/IP networking protocol and network commands such as ping, nslookup, netstat, ipconfig, and traceroute; Intranet and Internet concepts, protocols, and connection options; network backup methods and emergency/disaster recovery for Windows servers; PC virus protection, detection, removal, and prevention; general phone system operations.
- Strong understanding of current and emerging technology and applicability and benefits to municipal operations and services.
- Efficiency in troubleshooting and resolving network connectivity and client hardware and software problems.
- Proficient computer, mathematical, recordkeeping and clerical skills; excellent written and oral communication; fluency in English (ability to read, write and speak) is necessary. Effective problem solving and analytical skills. Strong leadership and interpersonal skills, with the ability to establish and maintain effective working relations with the various Town departments.
- The successful employee will have a strong commitment to the Town of Milford's core values of exceptional public service, innovation, integrity, efficiency, commitment to employees and an overall team approach; demonstrate proficiency with the core competencies of customer focus, problem solving, composure, decision quality, perseverance, interpersonal skills, priority setting, time management, and self-development, and have an aptitude for creativity, quick learning, planning, perspective and drive for results.
- Ability to make timely and deliberate decisions without guidance or direction; work effectively with neighboring jurisdictions, government entities, and municipalities as well as the public in general; set priorities under demanding customer service conditions, workload and deadline expectations; provide responsive and effective customer service in a team environment; effectively communicate highly technical concepts to users at all skill and understanding levels; teach, guide, instruct and inform, as necessary.
- Analyze system requirements, prepare budgets and recommendations and make purchasing decisions; transport, move, remove, and install a variety of network equipment, components and parts; read, interpret, understand, and apply detailed and complex technical information; prepare, present, and analyze reports and staff recommendations orally and in writing.

Physical and Mental Job Requirements
- Moderate effort may be required for such tasks as lifting, loading, pulling, or pushing computer and related office equipment; occasionally required to lift equipment and supplies weighing up to 50 pounds. Employee may be required to sit for extended periods of time, stand, walk, stoop, kneel, crouch, craw, climb stairs or balance.
- Mental requirements:
  - Understand and apply routine verbal and/or written instructions
  - Understand and apply non-routine verbal and/or written instructions
  - Understand complex problems and collaborate to explore alternative solutions
  - Organize actions to complete sequential and/or routine tasks
  - Organize and prioritize individual work schedule to manage multiple tasks and/or projects
  - Make decisions that have an impact on the individual's work
  - Make decisions that have an impact on the immediate work unit's operations and/or services
  - Communicate and exchange routine/basic information
  - Communicate and explain a variety of information
  - Memorization/concentration
  - Learning/knowledge retention
  - Analyzing/examining/testing data
  - Emotional/behavioral self- regulation
  - Interacting with others

Work Environment

Work is performed under typical office conditions; the employee is required to travel between town buildings. The work environment is moderately quiet, with exposure to hazards related to working with electrical devices.

Hours of Work
- This role is paid on a salaried basis.
- Typically, full-time salaried employees work 35 hours during a Monday through Friday workweek. However, this is a salaried position, and the individual is expected to work as required to complete the duties of the position. The employee is occasionally required to work outside of normal business hours to perform duties during evening and/or weekend hours, and may be contacted to respond to emergency situations. Typically, the schedule will be temporarily adjusted following consultation with the supervisor.

AAP/EEO Statement

The Town of Milford is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

It is also the policy of the Town of Milford to take affirmative action to employ and to advance in employment, all persons regardless of their status as women, minorities or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

Other Duties
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures
Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____

Hiring Manager_____ Date_____