AUGUSTA WATER

Job Description

JOB TITLE:	Systems Administrator	**DATE:**	March 2024
DEPARTMENT:	IT	**FLSA:**	Non-Exempt
REPORTS TO:	Director of IT	**CATEGORY:**	Non-Essential

SUMMARY OF RESPONSIBILITIES

The Systems Administrator participates in information services program development and management in coordination with department directors and supervisors; prepares and maintains systems, records, and files.

ESSENTIAL JOB FUNCTIONS

Systems Management
1. Maintain users accounts across multiple systems, including but not limited to, on-prem Active Directory, Microsoft 365, Lucity, FinancePlus, etc.
2. Support and maintain cloud-based solutions, including but not limited to Microsoft 365, Duo, and Sophos.
3. Maintain server and storage hardware and software, including but not limited to, deploying new hardware, installing/updating virtualization software, and creating/modifying virtual machines.
4. Update server application software, such as Lucity, RapidRecovery, and Microsoft SQL server.
5. Verify server backups and regularly test business continuity readiness.
6. Monitor logging software for signs of potential compromise and other issues.
7. Provide support for multiple servers, computers, and devices, ensuring efficient integration of components with existing, network, and communications systems.

Network Systems Management
1. Configure network equipment, including switches and firewalls, to support evolving business needs and security practices. Common tasks include configuring network ports, VPNs, access rules, and content filters.
2. Configure software firewalls on servers and PCs to meet evolving security needs.
3. Maintain network hardware and update firmware on various systems as needed.

Personnel Support
1. Troubleshoot problems with hardware, software, network, remote access connectivity, and related communication systems.
2. Assist with end user support (application questions, password reset, etc) in the absence of the Systems Analyst/Developer.

QUALIFICATIONS

Must possess an Associate Degree in Information Technology/Computer Science or any combination of relevant education and experience in these fields. A 4-year Bachelor's Degree in Information Technology, Computer Science, or closely related field and (2) years previous experience and/or training in relevant information technology and/or computer operations is preferred. Proficiency with Windows (operating software and network environment) and the Microsoft Office Suite are required.

KNOWLEDGE AND SKILLS

1. Ability to communicate, both verbally and written, and read in English to understand instructions and handle customers and visitors' requests.
2. Must exhibit a positive attitude to effectively deal with the public, customers, vendors, and co-workers.
3. Ability to perform several tasks at the same time.
4. Position requires high ethical conduct associated with access of confidential data.

WORKING CONDITIONS

1. Work is performed in a typical office environment with prolonged sitting. Occasional standing, walking, stooping, bending, kneeling, reaching, grasping, pushing, pulling, twisting, carrying and lifting up to 25 pounds are required. Repetitive movement using keyboard and office equipment is involved.
2. Occasionally works in outside weather conditions with occasional exposure to extreme heat/cold and uneven terrain and other adverse conditions. When performing work in the field, frequent walking, lifting (up to 25 pounds without

assistance), carrying, pulling, climbing, grasping, stooping/bending, standing, pushing, and reaching are required.
3.   On occasion required to work irregular schedules on an as needed basis, which includes overtime, night duty, standby, weekends, and holidays. Subject to call-in for emergency assignments.
4.   Must possess the ability to deal with and maintain confidentiality of information.

EMPLOYMENT CONDITIONS

1.   Pre-employment drug test
2.   Pre-employment criminal background check
3.   Pre-employment driving record review
4.   Annual driving record review
5.   Subject to a random drug and/or alcohol test

SAFETY REGULATIONS AND HAZARDS

Must observe all safety rules and regulations and utilize personal protective equipment (PPE) as required. Held accountable for safety and PPE use.

THIS JOB DESCRIPTION DOES NOT LIST ALL THE RESPONSIBILITIES, DUTIES, SKILLS, REQUIREMENTS, EFFORTS, OR WORKING CONDITIONS ASSOCIATED WITH THE JOB. EMPLOYEES WILL BE EVALUATED IN PART BASED UPON PERFORMANCE OF THE TASKS LISTED IN THIS JOB DESCRIPTION.

MANAGEMENT RESERVES THE RIGHT TO REVISE THIS JOB DESCRIPTION AT ANY TIME. THIS JOB DESCRIPTION IS NOT A CONTRACT FOR EMPLOYMENT, AND EITHER PARTY MAY TERMINATE EMPLOYMENT AT ANY TIME, FOR ANY REASON.

APPROVALS:

EMPLOYEE or APPLICANT: _____   DATE: _____

SUPERVISOR: _____   DATE: _____