

# Marion County Board of County Commissioners

## POSITION DESCRIPTION



*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### SYSTEMS ADMINISTRATOR

**Department:** Court Administration  
**Pay Grade:** 115  
**FLSA Status:** Exempt  
**Job Class:** 3077  
**Risk Code:** 8810

#### JOB SUMMARY

Responsible for performing complex technical, planning, and administrative work in the management of an IT data network and systems (Routers, Firewall, Switches, Access points, security devices etc.), coordinating and managing implementation projects and system upgrades, ensuring the effective operation and maintenance of IT computer network, troubleshooting technical issues, providing prompt and professional customer service, and ensuring the integrity, viability, and security of IT data.

#### ESSENTIAL JOB FUNCTIONS

- Directs and supervises personnel in the planning, scheduling, and implementation of the Court's telecommunications and information technology (IT) systems and components.
- Reviews requests for addition or changes to existing voice, video, and data telecommunication systems and makes determinations regarding feasibility in order to maintain appropriate levels of service.
- Prepares and directs the preparation of work orders for the Court's telecommunications needs and all supporting documentation. Coordinates assignment of work with various equipment, vendors, and State or County staff to ensure timely completion.
- Works with members of the Circuit's Information Technology department and other entities to provide secure and reliable access to applications and services.
- Assists the CTO in preparing technology plans and system standards, including security, strategic planning, and interoperability documents.
- Determines budgetary requirements for telecommunications and IT systems and provides long-range planning related to telecommunications.
- Serves as contract administrator for data telecommunications projects.
- Manages and directs maintenance of the Court's telecommunications and IT systems and services through contracted vendors, ensuring limited down time due to malfunctions.
- Directs processing of billing as specified in County or Court procedures for additions, changes, repair service orders, cabling, and multiple special billing.

- Oversees the planning, designing, installation and maintenance of networks in support of information systems. Develops plans to ensure that the long-term telecommunications and IT needs are identified and met.
- Reviews telecommunications and IT systems plans for completeness and accuracy. Approves technically new data telecommunications systems, equipment, and service acquisitions for the Court, ensuring economic and feasibility needs are met.
- Designs and configures distributed computers and computer systems with the appropriate hardware and communications components to solve business and office problems for local or wide area networks.
- Directs and reviews the installation and implementation of distributed computers, computer networks, and local area networks.
- Analyzes hardware, software, and communication problems using diagnostic software and network monitors for the Court's distributed computers and network.
- Travels within the Fifth Circuit as required.
- Monitors production and development systems and initiates problem-solving.
- Attends training, seminars, and conferences as appropriate to enhance job knowledge and skills.
- Serves as the FBI/FDLE CJIS Local Area Security Officer.
- Plans and organizes special project work by evaluating conditions to determine which tasks should be performed in what order and what materials or information are required.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

### **SUPERVISION**

This position is responsible for direct supervision over a relatively small number of employees and indirect supervision of a small size staff who report to other supervisors or managers. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations. This position assists the CTO and senior management in personnel decisions related to directly and indirectly supervised employees.

### **QUALIFICATIONS**

#### **Education and Experience:**

Bachelor's Degree in Computer Science or Management Information Systems or equivalent; and three (3) years' experience in systems administration, database administration, and/or distributed network systems; or an equivalent combination of education and experience.

#### **Licenses or Certifications:**

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- Professional IT certification(s) as needed.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read, analyze, and interpret common technical journals and financial reports.
- Ability to respond to common inquiries, complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, and/or boards.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to compute rate, ratio, and percent and draw and interpret bar graphs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to explain records and procedures to others.
- Ability to participate in development of policies, programs, plans, or procedures.
- Ability to study manual work process to determine most effective methods for essential tasks.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Knowledge of network protocols and issues related to secure distributed server-based systems, including E-mail, database, web, and applications servers.
- Ability to design, budget, implement, and maintain distributed server-based solutions for IT services.
- Ability to monitor, maintain, and provide technical support for LAN and WAN communications infrastructure, including wireless technologies, as well as related distributed computer systems.
- Ability to perform hardware and software troubleshooting on both server and workstation levels.
- Ability to work in a team environment to provide reliable services to a wide range of users, providing backup support for all aspects of information technology.
- Ability to rapidly learn, evaluate, and implement new technologies.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

**PHYSICAL DEMANDS**

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. While performing the duties of this job, the employee will occasionally be required to stand, walk, stoop, kneel, crouch, or crawl and taste or smell; will regularly be required to talk or hear; and will frequently be required to sit, use hands to finger, handle, or feel, and reach with hands and arms.

**WORK ENVIRONMENT**

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions. While performing the duties of this job, the employee will occasionally be required to be exposed to moving mechanical parts, fumes, gases or odors, toxic/caustic substances, and risk of electrical shock.

***Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date

**E.O.E.** *Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.*