



Job Description

Job Title: System Administrator
Department: Information Technology
Reports To: Information Technology Manager
FLSA Status: Non-Exempt
Prepared By: Human Resources
Prepared Date: 02/18/2020
Approved By: IT Manager
Approved Date: 02/18/2020
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SUMMARY

Under the direction of the Information Technology Manager, this position shall assist development and support of Bigfork Valley's IT environment. This position will ensure that the network and systems are available to all staff and will strive to resolve any issues in a timely manner. The System Administrator shall work closely with other departments within Bigfork Valley as well as SISU Solutions to coordinate end user support, develop and monitor standards and support procedures and manage projects related to Information Technology – all in accordance with Bigfork Valley's mission and goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The System Administrator responsibilities include assisting in the following:

Configuring and maintaining the reliable operation of computer systems, network, servers, and virtualization.

Installing and upgrading computer components and software, manage virtual servers, and integrate automation processes.

Troubleshooting hardware and software issues by performing diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.

Analyzing existing systems and making changes in system requirements or equipment configurations.

Provides technical support and guidance to resolve users computer hardware and software problems.

Taking part in project planning and coordinating systems implementations and upgrades.

Providing technical assistance and training to staff.

All other duties as assigned.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Uses intuition and experience to complement data; designs workflows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; uses reason even when dealing with emotional topics.

Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Technical Skills - Pursues training and development opportunities; strives to continuously build knowledge and skills.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities.

Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Motivation - Demonstrates persistence and overcomes obstacles; measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; accepts responsibility for own actions; follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Adaptability - Manages competing demands; changes approach or method to best fit the situation.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed.

Innovation - Meets challenges with resourcefulness; generates suggestions for improving work; presents ideas and information in a manner that gets others' attention.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required or preferred. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Individual must be able and willing to travel for meetings.

SUPERVISORY RESPONSIBILITIES

None.

EDUCATION AND/OR EXPERIENCE

Minimum of a two-year degree from an accredited college or university in Information Technology or related field with 5-7 years of relevant experience. Four-year degree and/or technical certifications preferred.

LAUGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS

To perform this job successfully, an individual must have knowledge and experience using information technology.

OTHER SKILLS AND ABILITIES

Must demonstrate exceptional verbal and written communication skills to communicate technical information effectively. Must have motivation and demonstrated ability to train and engage other staff and department managers. Must maintain confidentiality. Must demonstrate working effectively both as an individual contributor and also as part of a team. Must have a strong understanding of and commitment to Bigfork Valley's mission.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, feel, talk or hear; stand and sit; reach with hands and arms; climb or balance; and stoop, kneel crouch or crawl. The employee must frequently lift and/or move objects weighing up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read this job description and agree to work as assigned.

Employee Signature

Date