

Tolowa Dee-ni' Nation

Position Description

Title: MIS/IT Systems Administrator I
Class: Technical/Non-management
Status: Full-time/Regular
Supervisor: IT Director
Effective Date: April 6, 2017

Dept: (#) MIS/IT
FLSA: Non-exempt
Pay Grade: 8 to 9 (\$20.33 - \$32.36)
Subordinates: IT Support Specialist
Grant Funded: No

Position Summary:

Under general direction, the Systems Administrator performs a variety of technical duties by providing technical support including coordination, maintenance, upgrades and overall support for computer systems. Administers, evaluates and modifies systems to assure proper security and operation, plans, coordinates and implements system software program release changes for enterprise servers. Resolves technology problems and provides for system enhancements. Provides technical support and assistance to clients.

Essential Duties and Responsibilities:

- Maintain servers and systems in accordance with our policies and procedures.
- Install new servers and other systems.
- Install and maintain network infrastructure.
- Provide on-call and out-of-hours incident support.
- Research and develop new technologies.
- Provide general incident and problem support.
- Adapt to existing monitoring systems and configuration software.
- Be on call to support essential business needs and emergencies.
- Definite attention to detail and planning.
- Temporary or permanent duties and responsibilities may be added to, or modified as deemed necessary.

Supervisory Responsibilities:

The Systems Administrator supervises the IT Support Specialist.

Minimum Qualifications:

- Bachelor of Science degree in computer science or related field or
- Minimum of three to five years of systems administration experience and
- Five or more years of practical, service-oriented experience in the IT field.
- High skill level with Windows Operating Systems and Mac Operating Systems, commands and utilities and experience writing scripts in an administrative language.
- Must be skilled with system administration tools, applications and organization-wide services such as Active Directory, Group Policy, Exchange, SharePoint and SQL.
- Ability to use diagnostic tools, equipment, documentation and external resources when trouble shooting.

- Knowledge in the following areas; Principles, methods and procedures of operating computers and applicable servers, data management techniques including data security and disaster recovery systems and procedures, server administration in a secured environment, web infrastructure and services.
- Work effectively as part of the organization team; communicate positively at all levels both internally and externally.
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- Recognize areas within the department where support is required and offer assistance.
- Be flexible and adaptable in approach.
- Self-motivated requiring the minimum management supervision.
- Ability to supervise Support Specialist position and train others as needed in Helpdesk.
- Must submit to and pass a pre-employment drug and alcohol screen.
- Qualified American Indian Preference applies.

Preferred Knowledge:

Comprehensive knowledge of the history, culture and organization history of the Tolowa Deeni' Nation and the Tolowa people is preferred.

Language Skills:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical manuals, and government regulations. Ability to write reports, business correspondence, and procedure manuals, ability to effectively present information and respond to questions from groups of managers, clients and the general public. Ability to open support tickets with various suppliers and work through incident tickets to resolution.

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.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations:

Must possess and maintain a valid, state-issued driver's license, submit a Department of Motor Vehicles (DMV) driving history, and be eligible for Tribal vehicle insurance.

Physical Demands:

While performing the duties of this job the employee is regularly required to sit, use hands and fingers, handle and feel. The employee is frequently required to stand, walk, and ascend and descend steps. The employee must regularly lift and/or move up to 40 pounds and occasionally lift and/move 75 pounds.

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color). This may or may not be necessary.

Work Environment:

The noise level in the work environment is usually moderate, (examples: business office with computers and printer light traffic).

Additional Employment Conditions:

All Tolowa Dee-ni' Nation employees must submit to a background check and abide by all Tribal, federal, and state laws. All employees must comply with Tolowa Dee-ni' Nation drug free workplace policy and will be subject to pre-employment, for-cause, and post-accident drug and alcohol testing.

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____