



Pima County Consolidated Justice Court

Job Description

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| Job Title: | Systems Administrator |
| Class Code: | 5696 |
| Class Title: | Technical Level 2 |
| FLSA: | Exempt |
| Court Status: | Court Classified |
| Salary Range: | \$41, 868 - \$62, 802 annually |
| Minimum Qualifications: | |
| <p>A Bachelor’s Degree in Computer Science, Management Information Systems or a related field <u>and</u> two years of systems experience to include network experience; OR any combination of education and/or experience as approved by Human Resources. Experience with installation, maintenance, and administration of Microsoft Servers is required. Managing a VMware environment is preferred. Experience with Cisco appliances preferred. Experience with information technology project management preferred.</p> | |
| Licenses and Certificates: | |
| <p>None required. Certifications such as VMware Certified Professional (VCP), Microsoft Certified Information Technology Professional: Server Administrator or Enterprise Administrator (MCITP:SA or MCITP:EA), Cisco Certified Network Administrator (CCNA), CompTIA Network+, or CompTIA Security+ are highly desirable but not required. Preference given to applicants with specialized certification or licensure relative to the area of assignment.</p> | |
| Summary: | |
| <p>This classification supports the Pima County Consolidated Justice Court (PCCJC) information technology systems and infrastructure. Systems include, but are not limited to, desktops, servers, routers, firewalls, operating systems, switches, active directory, LAN, WAN. Develops and implements process improvements to IT security, availability, integrity and accessibility. Refines and tests the courts IT incident response, disaster recovery and business continuity policies and procedures. This is a classified position that reports to the Information Technology Manager.</p> | |
| Essential Duties: | |
| <ul style="list-style-type: none"> • Champion the values of the court through example and accountabilities; • Support the court’s internal and external customers by providing Level 1 or Level 2 support; • Routine work hours are required before or after standard court hours or on weekends; • Provide coverage for other information technology staff as needed; • Managing multiple concurrent projects and competing priorities; changing priorities based on new business needs; • Responsible for maintaining a level of competency in network, server, and virtual environment operations and take immediate and independent action to resolve network problems and/or to notify the Information Technology (IT) Manager when appropriate; • Develop and implement process improvements to IT security, availability, integrity and accessibility; • Refine and test the courts IT incident response, disaster recovery, business continuity and backup procedures for IT systems; • Maintain a technical inventory of current configuration of all servers, PCs, shares, printers and software applications, routinely monitor network system performance, periodically reporting findings to IT Manager and propose enhancements; • Administer and maintain virtual server environment including hardware, software and SAN, and develop and maintain network and server documentation including diagrams of architecture; • Make system and network recommendations to management concerning automated information systems, systems acquisitions, enhancements and upgrades, and conduct evaluations of new products identifying potential benefits and risks to PCCJC network environment; • Maintain, optimize, and periodically review Active Directory structure and e-mail environment; | |

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| <ul style="list-style-type: none"> • Perform regular and routine system maintenance, and evaluate and apply system patches, service packs, and upgrades; • Determine optimal operating efficiencies of network, and conduct periodic diagnostic tests with minimal system outages; • Develop and implement systems to monitor and improve performance; • Implement and maintain connectivity standards allowing hosts to communicate with network and server applications; • Build and administer a test/development environment and ensure that integrity and content of test/development data is maintained and is consistent with the production environment; • Manage the PCCJC website infrastructure and provide secondary website support to development team; • Complete duties, special assignments and projects as assigned. |
| <p>Additional Duties:</p> <ul style="list-style-type: none"> • Install, configure and test various types of operating systems and hardware for PCCJC servers, desktops and LAN systems; • Install and configure system peripherals such as disk subsystems, tape backup systems, controllers, network interface boards and power backup systems and other related systems and peripherals; • Evaluate operating systems and application software for multi-user systems; • Maintain system and data backups and fulfill restore requests; • Work closely with the development team to understand changes to application and business models; • Assist and support developers and database administrators when needed; • Train employees on network, software and hardware applications; • Act as liaison between PCCJC and other County and State Information Departments; • Represent the PCCJC on various court committees and subcommittees. |
| <p>Knowledge of:</p> <ul style="list-style-type: none"> • Virtual server environments and SANs; • Operations and applications of software, hardware and automated information systems including TCP/IP, DNS, DHCP, NAT, WINS, VLANS, packet filtering, advanced routing and security practices; • Advanced knowledge of Microsoft Active Directory environment; • Advanced knowledge of Internet Information Services; • Systems analysis and design, file organization and programming applicable to automated information systems; • Backup and recovery system technology; • Software development lifecycle practices; • Block diagramming and flow charting; • Conversion and adoption of manual office practices and procedures to automated information systems; • Operating principles, capabilities and limitations of automated information systems, peripheral equipment and computer software; • Microsoft business products, such as Word, Excel, Outlook, PowerPoint; • Effective training and communication techniques. |
| <p>Skill in:</p> <ul style="list-style-type: none"> • Communicating effectively to technical and non-technical court staff; • Managing projects from inception to close-out; • Research including the design, analysis and documentation of results; • Must be able to identify, analyze and resolve problems applicable to information technology systems; • Analyzing the conversion of business operations to automated information systems; • Developing and preparing block diagrams and flow charts; • Using and supporting help desk issue tracking systems; • Must possess effective training and communication techniques ; • Maintaining security and confidentiality of all communications and documents. |
| <p>Special Notice Items:</p> <p>All positions require satisfactory completion of a background investigation by law enforcement agencies, due to need for access to law enforcement, corrections, detention and courts facilities or associated confidential or sensitive information, documents, communications systems and like materials.</p> |
| <p>Physical/Sensory Items:</p> <p>Work is generally performed indoors in an office setting and often requires extended hours of sitting. This position requires minimal lifting of up to 50 pounds. Routine work hours are required before or after standard court hours or on weekends.</p> |