



**Lane Council of Governments
IT Systems Administrator**

Working Title: IT Systems Administrator
Classification/Salary Range: 26
Division/Work Group: Government Services /Information Services
Reports to: IS Data Center and Systems Manager
Position Location: Park Place Building, Schaefers Building, or other locations as needed. Remote work may be possible.
FLSA Status: Exempt
Representation: EA
Position Information
<p>The primary role of the IT Systems Administrator is to manage, provision, and optimize in-house and hosted server environments, and the associated storage systems and network connections, to ensure high levels of availability and security of the supported business applications for LCOG and member sites.</p> <p>Essential Functions:</p> <p>1.) Acquisition, Deployment and Strategic Planning</p> <ul style="list-style-type: none">• Participate in new build/design initiatives. Support capacity planning and the development of long-term strategic goals for servers and storage infrastructure and associated hardware and software.• Coordinate with business stakeholders, application developers, database admins, GIS specialists, and network engineering to implement server/storage systems that utilize industry best practices to meet the agency's objectives.• Deploy enterprise servers, storage, printers, cloud services, and other related hardware and software. <p>2.) Server/Storage Maintenance and Optimization</p> <ul style="list-style-type: none">• Maintain healthy hosts and servers in virtual environments, storage systems, and other infrastructure. This includes but is not limited to VMware and Hyper-V based environments.• Ensure the integrity and security of enterprise data on local and hosted servers,

and during data transfer in accordance with business needs and industry best-practices regarding privacy, security, and regulatory compliance.

- Manage server accounts, permissions, access rights, and storage allocations in accordance with best practices regarding privacy, security, and regulatory compliance.
- Perform server maintenance, updates, and security audits.
- Monitor and test routine system backups and perform restores.
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems within LCOG and member's in-house and cloud server/storage environment. Escalate incidents as necessary.
- Perform server/storage asset management, including maintenance of component and software inventory, and related documentation and important technical specifications information.
- Support application development teams throughout project lifecycles.
- Analyze systems and server performance and optimize the environment.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Conduct research on emerging products, services, protocols, and standards in support of systems hardware and software procurement and development efforts.
- Participate in negotiations with vendors, outsourcers, and contractors to secure software products and services.
- Develop, document, and maintain policies, procedures and associated training plans for system administration and appropriate use.
- Works with members, vendors, consultants, and contractors, to understand priorities and set the right expectations for deadlines and status reporting.
- The nature of this position requires after-hours system maintenance and support as needed. However, this maintenance is generally planned, and the person in this role may work with the manager on a flexible schedule to balance their time and the Agency's business needs.

3. Cloud Systems Planning, Implementation, and Maintenance

- Analyzes and maintains cloud hosted solutions to meet business needs and

conform to best practices.

- Works with CISO to continuously improve security posture of enterprise applications.
- Analyzes applications and systems to identify solutions that would provide a net benefit fiscally and/or strategically to be hosted in the cloud.
- Manages hybrid AD environment for secure authentication across applications.

Other duties as assigned.

Additional Duties:

Commitment to working effectively and collaboratively with colleagues, members of the public, and others from diverse backgrounds, in support of an inclusive and respectful environment.

Interest and skillset in working within a team-oriented, collaborative environment. The position is not silo-based and is highly dependent on IS staff and stakeholders working together to create solutions, solve problems. and optimize the computing environment and customer experience.

Ability to present ideas and solutions in user-friendly language.

Keen attention to detail and documentation, and to help ensure others have the knowledge, tools, and information to provide efficient backup to this critical role when needed.

Knowledge, Skills, and Abilities

This position requires specialized knowledge and expertise in server and storage administration, and knowledge of how they interact and relate to various services and platforms.

Excellent interpersonal skills with teammates and with stakeholders, and a proven ability to communicate effectively across organizations. A strong team player who can obtain positive visibility and credibility quickly and contribute to the success of the Lane Council of Governments and member agencies is required.

Strong self-manager, with the skillset to effectively navigate multiple priority tasks while keeping stakeholders informed and completing work in a timely manner.

Demonstrated ability to work independently on largescale projects with minimal

supervision.

Solution-oriented and customer-centric. This position requires the successful candidate to adapt to various types of client environments.

Project management skills, with the ability to develop a plan and deliver against objectives.

Must be able to travel as needed to client sites.

Preferred Skills:

Previous work experience in a Systems Administrator role.

Previous work experience in the public sector and with governmental practices and procedures.

Knowledge of Windows Server, Microsoft Active Directory, Certificate Authority, Domain Controllers, Group Policy, File/Print Servers, VMware, and Remote Support.

Working technical knowledge of current systems software, protocols, and standards, including, Active Directory, DHCP/DNS, Group Policy, LDAP and VMware/Hyper-V.

System administration (Linux/Unix or Windows) experience at the command-line level.

Experience with running and maintaining scripting (exs. PowerShell, Python, R, etc.)

Experience with cloud services such as Azure, and AWS

Commitment to working effectively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Minimum Qualifications

Education and Experience

Two years of progressively responsible experience in providing IT Services, or any combination of education and experience which would provide the applicant with the required knowledge, skills, and ability to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to various sites within Lane County.