

COOS COUNTY JOB ANNOUNCEMENT

Coos Health & Wellness Information Technology Division Systems Administrator

\$4,337 - \$5,499 per month

DEPARTMENT: COOS HEALTH & WELLNESS

GENERAL STATEMENT OF DUTIES: Please refer to the attached position description.

APPLICATION PROCEDURE: Coos County Application **REQUIRED**.

Apply to: Coos County Human Resources Department, Courthouse

By mail: 225 N Adams
Coquille, OR 97423

By fax: (541) 396-1012

By email: humanresources@co.coos.or.us

CLOSING DATE: **Open Until Filled**

****Coos County is an Equal Opportunity Employer****

| | | |
|----------------|-----------------------------|--------------|
| Posted: | Coquille Courthouse | CHW Building |
| | Email Coos County Employees | |
| | Coos County Website | Indeed |

NOTE: Under provision of the Immigration Reform and Control Act of 1986, Coos County requires that any person hired or rehired to provide evidence of identity and eligibility for employment.

DESCRIPTION OF POSITION

Approval Date: 7/22/2024

| | | | | |
|----|--|--|--|-------------------------------------|
| 1. | Classification Title: | Systems Administrator | | |
| 2. | Working Title: | CHW Assistant Systems Administrator | | |
| 3. | Department: | Coos Health and Wellness | | |
| 4. | Pay Grade: | 780 | | |
| | Position Is: | Full Time <input checked="" type="checkbox"/> | Part Time <input type="checkbox"/> | Extra Help <input type="checkbox"/> |
| | | Seasonal <input type="checkbox"/> | Other _____ | |
| | Excluded from Bargaining Unit? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | |
| | Eligible for Overtime? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | |
| 5. | What is the purpose of this position? | <p>This position is responsible for keeping Coos Health & Wellness' network infrastructure operational. This includes the installation, configuration and maintenance of system and application hardware and software including servers, network equipment and the departments desktop PCs. This position assists the department staff helpdesk manager and backs up the Coos Health & Wellness System Administrator as directed.</p> | | |
| 6. | Essential functions of position. (Reason position exists is to perform these functions.) List duties that must be performed to accomplish the purpose of the position. | <ul style="list-style-type: none">• Install, configure and maintain server software and applications including but not limited to Microsoft Windows Server 2012 or higher, Microsoft Hyper-V 2012 or higher, Microsoft Exchange Server 2016 or higher and Microsoft SQL Server 2012 or higher.• Install, configure and maintain network software on servers, routers, switches and security devices for instructional and administrative use.• Create and manage user accounts and manage user permissions.• Perform and maintain backups of servers, data and network device configuration.• Provide emergency network and server repair and configuration service.• Monitor and document network traffic levels and provide routine reports to the Network Administrator/Director of Information Technologies.• Monitor and document server performance and disk capacity levels and provide routine reports to the Network Administrator/Director of Information Technologies.• Monitor and document system security and provide routine reports to the Network Administrator/Director of Information Technologies.• Maintain a database of server and network equipment and software applications at the department.• Assist CHW desktop support technician supporting CHW staff PC acquisitions, installations, configurations and maintenance.• Back up for Coos Health & Wellness Systems Administrator as directed.• Develop operational procedures for routine disk file maintenance and backups of Windows servers as needed. Perform these operational procedures directly.• Demonstrate excellent people skills by maintaining friendly relationships with clients.• Demonstrate excellent team skills by consistently being open to supporting coworkers when given the opportunity.• Equipment Installation/Maintenance:<ul style="list-style-type: none">-- Responsible for installation/maintenance of video conferencing equipment and access.-- Configure and install all PC hardware, including sound cards, modems, DVD devices, control devices, hard drives, memory, tape backup drives, network adapters, video cards, and miscellaneous devices.-- Diagnose and repair hardware problems.-- Assist with the installation, configuration and maintenance of servers, storage and backup systems.-- Assist with the Installation, configuration and troubleshoot basic problems with LAN/WAN equipment, connections, and nodes, including workstations, servers, printers, modems, and peripheral equipment.-- Configure and install printer hardware.-- In charge of Install and maintain print-sharing devices. Define network printers on servers. | | |

DESCRIPTION OF POSITION

Approval Date: 7/22/2024

-- In charge of Install, monitor, and maintain Department remote location PCs, network access, and peripheral equipment.

- **Software installation/maintenance:**

- In charge of design and prepare test data and materials for rigorous testing of computer programs and systems prior to implementation without supervision.
- Plan and execute software version upgrade releases and custom interfaces.
- Maintain/upgrade/monitor network antivirus software.
- Maintain/upgrade/monitor mobile device management (MDM) software.
- In charge of being department liaison with manufacturers and vendors of software and application.

- **Technical Support:**

- Provide extensive user support and training in the operation of PC's, terminals, printers, in a wide variety of software applications and programs.
- Prepare computer system documentation and provide or coordinate software training.
- Work with Department managers and staff to develop and upgrade integrated systems and client database servers and software.
- Provide help to Program Managers and Directors with all software applications such as Excel, Access, Word, email, Adobe, etc. This includes helping with opening, locating, printing, formatting, formulas, and saving of documents of the most highly sensitive materials such as collective bargaining agreements, employee disciplinary actions, confidential documents to and from County Counsel and Human Resources.

- **Acquisitions:**

Gather needs and requirements from users.

- a. Research and evaluate solutions.
- b. Obtain quotes from VARs and manufacturers
- c. Submit recommendations and quotes to managers

- **Project Implementation:**

- Work as team member with HIPAA Privacy/Security Officer to implement programs, process, systems revisions and upgrades to insure compliance with Federal and State Privacy and Security Laws.
- Coordinate project tasks with outside contractors.
- Maintain current knowledge of hardware, software and network technology and recommend modifications as necessary.

- **Network Systems:**

Install monitor/upgrade networked software applications, print services, and custom configurations.
Maintain/monitor servers; diagnose/correct server and system problems.
Monitor firewall reports/programs; diagnose/correct problems.

- Perform other Information Technology related tasks and duties as assigned.

7. List the minor duties assigned to this position.

- Participates in staff meetings, attends regional and county meetings as assigned.
- Other duties as assigned by Network Administrator or Director of information Technology or Department Director.

8. Working conditions of position.

Typical office setting, normally 8:00am - 5:00pm, Mon-Fri with some occasional after hours and on weekends. Occasional travel required. Requires ability to push, pull, lift, and/or carry up to 50 pounds.

9. List required special skills, licenses, certificates, etc.

- Education: Associate's degree in a technical or computer related field or equivalent experience.
- Experience: Three years of directly related work experience, or ability to demonstrate thorough knowledge of network systems, protocols and software.
- Must have ability and experience needed to install and maintain a variety of hardware and integrated systems equipment, peripherals, software programs, PCs, and network servers. Must have ability to sustain a complex IT systems environment. Must have working knowledge of current and previous versions of Windows operating systems/programs. Must have working knowledge of current IT systems technology, Microsoft programs, web browsers, and Internet tools (such as SFTP). Must have a working knowledge of Internet protocols HTTP, TCP/IP, DHCP, etc.
- Must be able to read and accurately interpret and implement documents such as technical manuals, safety rules, operating and maintenance instructions, and procedure manuals. Must be able to apply common sense understanding to accurately carry out instruction furnished in written, oral, or diagram form. Must

DESCRIPTION OF POSITION

Approval Date: 7/22/2024

have demonstrated experience to deal with problems involving several concrete variables and determining solutions for standardized situations.

- Must have the ability to speak effectively before groups of customers or Department staff. Must be able to communicate effectively orally and in writing. Must be able to complete accurate reports and correspondence within short timelines. Must have ability to effectively train other employees.
- Requires ability to work quickly and accurately under pressure and with short timelines. Must have ability to use initiative and judgment in carrying out tasks and responsibilities with limited supervision and limited instruction and/or guidance. Must have excellent time-management skills and be able to work independently with minimal supervision. Must be able to maintain professional, positive interaction, tact, and judgment in dealing with Department and county staff and other professional contacts.
- Must be able to accept supervision and adhere to County and Department policies. Must comply with professional ethics, rules of conduct and confidentiality privacy laws. Must be able to establish and maintain effective and harmonious working relationships with other employees and maintain effective interpersonal relationships with co-workers, county staff, other agencies and outside entities. Must maintain a positive attitude and represent the County and the Department in the community in a positive manner.
- Regular and consistent attendance is required.

10. Supervision
This position is supervised by the Director of Information Technology.
This position does not supervise any employees.

11. Is operation of motor vehicle required? Yes No

12. List equipment, tools, machines used in performance of duties.

- Intel/AMD base servers
- Backup systems
- Storage systems
- Network and telephone diagnostic tools