10**Employment Status:** Full-Time
FLSA Status: Exempt
Experience Required: Minimum of four (4) years' experience in a customer-oriented technology support environment; or any combination of experience and training which provides the required knowledge and skills. CompTIA A+ hardware and OS certification required. CompTIA Net+ and/or Security+ certification(s) preferred. Microsoft Certified Professional certifications preferred. Account and general admin of Microsoft Exchange and Windows Active Directory and Service Administration preferred. NIMS (National Incident Management System) ICS-100 and FEMA IS-700 training is required. Possession and retention of a valid Delaware vehicle operator's license is required; must pass testing for substance abuse and criminal background investigation. Subject to random drug and alcohol testing in accordance with City policy **Minimum Education Requirements:** Bachelor's Degree or equivalent work experience.
Direct Supervisor: Information Technology Director
Supervisory Responsibility: N/A
Primary Work Location: Office setting with the potential exposure to adverse environmental conditions. Hybrid Telework / Onsite.

Job Summary: The IT Systems Administrator works within a team environment to ensure responsive and reliable support across the organization. This role manages the City's network, enterprise systems, and cybersecurity tools—including legacy and modern ERP platforms—while also providing end-user support, administering Office 365 and cloud services, maintaining hardware and software inventory, and supporting IT policies and AV systems.

The IT Systems Administrator shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative, and responsive service. The IT Systems Administrator shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, progressive decision-making, personal accountability, and responsibility.

Supervision Received: Work is performed under the general supervision of the Information Technology Director.

Essential Job Functions: An employee in this position may be called upon to do any or all of the following essential duties:

- **Network Management & Technical Support:** Serves as the lead IT analyst for both legacy (IBM iSeries / Central Square Naviline) and new (Tyler Technologies Munis) ERP systems. Responsible for Tier I and Tier II network management, troubleshooting, and governance of the City's network addressing schema. Provides Tier I and II end-user technical support, manages the IT ticketing system, escalates or assigns tickets as needed, and ensures timely resolution of support requests.
- **MS Office 365 Administration & Training:** Serves as the Domain Global Administrator for Microsoft Office 365, including MS Exchange Email, MS OneDrive, Azure Active Directory, MS SharePoint, MS Teams, Call2Teams, and MS Power Automate. Provides user training on Office 365 tools and applications. Administers enterprise-wide data backup, retention, and recovery solutions. Manages the City's cloud-based VoIP telephony system.
- **ERP Systems Administration:** Acts as the ERP Systems Administrator and Security Officer for Tyler Munis.
- **IBM iSeries Systems Management:** Manages system administration, security, and workflow configuration for Tyler Technologies Munis ERP, including core financials, cashiering and payments, warehouse, inventory, asset management, enterprise permitting and licensing, and document management. Provides ongoing operational support for legacy Central Square

utility billing and payroll applications. Uses IBM iSeries utilities to manage system performance and support data conversion efforts during the ERP transition. Oversees database management, networking, backup, and recovery for the IBM iSeries platform.
- **Cybersecurity Administration:** Manages cybersecurity resources and serves as the Administrator for the cybersecurity training and testing portal.
- **IT Policy & AV Support:** Assists with the development and documentation of IT policies and procedures. Provides setup, documentation, and user training for the City Council AV system.
- **Physical Inventory Coordination:** Conducts physical inventories at all City-supported facilities in coordination with IT staff and resolves discrepancies as needed.
- **Hardware & Software Inventory Management:** Updates and monitors inventory records for hardware and software—including tracking, research, purchasing, and end-of-life activities—and evaluates new technologies and processes.
- **Equipment Deployment Coordination:** Coordinates with staff to prepare, install, and replace equipment, and determines new equipment purchase requirements.
- **Other Duties:** Performs related work as assigned.

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment:
An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge
- Dell desktop, laptop, and server hardware.
- Windows desktop operating systems.
- Office 365 applications and use.
- Networks, systems, desktops, and programming principles including Local Area Networks, Wide Area Networks, SCADA systems, and client/server systems.
- Standard office applications, operation, security, and maintenance of server, desktops, laptops, mobile devices, and related equipment in a networked environment.
- Wireless and Bluetooth technologies for mobile devices and peripherals.
- Networking, IT security, and modern IT best practices.

Skills
- Able to understand and effectively provide written and oral communication.
- Time management.
- Multi-tasking.
- Decision making.
- Demonstrated customer service focus.

Abilities
- Adheres to all applicable Federal and State safety laws, rules and regulations and City safety policies/procedures.
- Ability to move objects weighing over 20lbs with the help of equipment/devices, on a frequent basis.
- Establishes and maintains effective and cooperative working relationships with those contacted in the course of work.
- Manages difficult or emotional customer situations.
- Quickly investigates and understands an array of applications and technologies in order to gather and understand operational, business, and application requirements.
- Identifies and understands a problem or situation, troubleshoot and work with team members to resolve problems.
- Contributes meaningful input during meetings pertaining to conducting a successful Help Desk, support technologies, departmental functions, and processes.
- Utilizes remote control software for troubleshooting issues.
- Explains technical issues to non-technical personnel.

Signatures / Date

☐ I have read the job description for my position. I understand and accept the requirements as stated.

☐ I have read the job description for my position. I would like to have a second review of the job description with my manager and human resources.

Department Director: _____

Employee: _____

Human Resources Director: _____