

# WASHINGTON COUNTIES RISK POOL

## JOB DESCRIPTION

**Position:** SYSTEMS ADMINISTRATOR

**Reports to:** Executive Director

**FLSA Status:** Exempt

**Annual Salary:** \$80,796 - \$101,352

**Nature of Work:** Design, implement, monitor and support the WCRP's systems, network, website and applications. Act as the network and application expert, providing common problem recognition and timely resolution to helpdesk users. Assist with forecasting resource needs, facilitating acquisitions, integrations, and upgrades to the WCRP's systems, servers, network, applications and software programs.

### **Duties and Responsibilities:**

- Examine current systems and spearhead software integrations based on staffing and organizational needs.
- Provides training to Users and communicates professionally and effectively to staff and Directors.
- Attend and participate in local, regional and state conferences and educational opportunities to advance knowledge and skills.
- Maintain contracts and licensing of all WCRP software programs and equipment, including servers and communications equipment.
- Serve as WCRP website administrator, including content management, updates, licensing management, and custom application development.
- Assist with the creation and implementation of organizational and user and computer and technology policies.
- Installs, configures, and maintains servers for production network deployment, workstations for network deployment, printers, scanners and copiers including preparing mobile devices (Laptops, Tablets, and Phones) for deployment.
- Administers the 'Help Desk', including tracking, monitoring and resolving helpdesk tickets submitted by WCRP employees.
- Coordinates with Vendors for supported systems including network management and monitoring.
- Utilizes applicable systems to deploy Operating Systems (OS) and Applications.
- Utilizes applicable systems to deploy updates and patches, endpoint protection (anti-virus/anti-malware), and monitors and reports compliance.
- Assist with the administration of the WCRP's records management system, including tracking requests for public records and assisting with archived document gathering.

### **Knowledge, Skills and Abilities:**

- Knowledge of network topologies and physical layer connections.
- Knowledge of understanding of program structures and documentation techniques.
- Knowledge of system administration practices and procedures, including the capability to troubleshoot complex applications and computer systems.
- Knowledge of governmental systems, organization, operations, policies, and objectives.
- Knowledge of website development and maintenance.
- Basic understanding of accounting procedures and practices.
- Ability to communicate technical information effectively, both verbally and in writing, in a non-technical manner.
- Ability to serve as administrator and project leader for applications adhering to contracts, standards, and practices.
- Ability to manage the competing needs of the system users.
- Ability to learn current and new selected software applications and be prepared to present professional recommendations to management.
- Ability to maintain complex computer information systems.
- Ability to establish and maintain effective working relationships with fellow employees, the public, vendors, consultants, and WCRP member counties and their staff.
- Ability to read, understand and apply information from technical manuals.
- Ability to maintain excellent, open, professional relationships with users through the provision of competent troubleshooting, problem solving and training.
- Ability to perform technical programming for customized internal applications within the organization.
- Ability to design and implement end-user computer training.

### **Working Conditions and Physical Effort:**

- Work is generally performed in an interior (office) environment.
- Lifting and carrying of records or equipment or other materials weighing up to 30 lbs. may be required on an occasional basis.
- Requires some travel inclusive of vehicle and/or plane/train/bus, occasionally overnight, to conference/meeting/training locations.

### **Minimum Qualifications:**

- Associates degree or higher in Computer Science, Information Systems, or closely related field; or equivalent combination of education, experience and technical certifications.
- Three (3) years of full-time progressive experience performing enterprise level systems and technical support, including helpdesk duties.
- Demonstrated education, experience and/or training which provides the required knowledge, skills and abilities to meet or exceed the duties and responsibilities of the position.
- Valid unrestricted (except vision) Washington driver's license and a driving record meeting WCRP standards.