



SANTA ROSA RANCHERIA TACHI-YOKUT Job Description

Job Title: System Administrator
Department: Information Technology
Reports To: Director
FLSA: Exempt
Rate of Pay: D.O.E. - Range 61

Summary

The System Administrator's role is to ensure the stability, integrity, and efficient operation of the in-house information systems that support the core organizational functions. This is achieved by monitoring, maintaining, supporting, and optimizing all networked software and associated operating systems. The System Administrator will apply proven hands-on experience maintaining a server, communication, analytical, and problem-solving skills to help identify, communicate, and maximize the benefit of I.T systems investments by performing the following duties as listed below.

Essential Duties and Responsibilities

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Designing, implementing, configuring and managing a Windows Server infrastructure or desktops and devices;
- Must be available 24x7 on call status including holidays;
- Consults with I.T Director and reviews project proposals to determine goals, funding, procedures for accomplishing projects and risks;
- Develops standards, best practice policy and procedures for systems performance evaluates;
- Hands-on project management for I.T projects (i.e. design, new systems implementation, and large-scale enhancement.)
- Establish standards and procedures for projects, budgets, schedules, risk assessments, project documentation;
- Liaison to internal and external team members and departments to facilitate entire project completion.
- Performs routine preventative maintenance or upgrades on Domain Controllers, Servers, LAN, WAN, and WLAN devices;
- Schedule, prioritizes service ticket control to authorized personnel to any or all computers systems and programs applications deemed necessary to fulfill their responsibilities;
- Must be able to maintain accurate documentation, daily journal, and monthly report related to system and network performance.
- Drive to trainings and/or other Santa Rosa Rancheria Tachi-Yokut Tribe entities.

Supervisory Responsibilities

This job has supervisory responsibilities of the I.T Desktop Technicians.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- A minimum of 4 years of hands-on experience with maintaining, administering, trouble shooting Microsoft Windows servers 2003-2008, network design, operational support, hands-on implementation and configuration of servers, workstations, routers, hubs, switched, and cabling in different LAN/WAN environments.
- A.A./A.S. degree or B.A. degree from accredited four year college or university preferred in computer science, information systems or equivalent in MIS/IT professional certifications and extensive technical work experiences with Microsoft servers operation.

Certificates, Licenses, Registrations

- Valid California Driver License - **Required**
- Must be insurable through Tribe's insurance carrier and maintain throughout employment-**Required**
- Microsoft Certified Solution Associate 2008 (MCSA) or has obtained MCSA certification in MS 640, 642, and 646 exams or willing to obtain MCSA certification within one year from date of hire- **Required**
- Must be able to obtain and maintain a current Tribal Gaming License- **Required**

Computer Skills

- Must have a strong knowledge in system and network design, IP Sub-netting and administering server/client network.
- Must have advanced knowledge and hands-on experience installing, configure, maintaining, administer, support Microsoft Windows Server 2003 and 2008 servers.
- Must be able to trouble shoot and configure OU's, GPO's, SUS, DHCP, DNS, IPSec, Policy, RADIUS, SSL, VPN and User Authentication Protocols.
- Must have strong knowledge and hands-on experience in installation, maintain, configure, administration, trouble shooting VMware virtual environment.
- Maintain, administer, configure, and support Microsoft threat Management (TMG) servers
- Maintain, administer, configure, and support Microsoft Exchange mail server.
- Familiarized with 2005, 2008, or 2012 Microsoft SQL Server.
- Strong knowledge of database administration, design, maintains backup and trouble shooting.

Other Skills and Abilities

- Working knowledge of Server, desktop and network virtualization in VMware Infrastructure or Microsoft Virtual Servers.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Able to develop and interpret technical documentation for training and end user procedures.
- Excellent written and verbal communication, interpersonal, and presentational skills.
- Ability to present ideas to business-friendly and user-friendly language; to absorb new ideas and concepts quickly; to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.

Other Qualifications

- Must pass written examination with a score of 70% or higher
- Must pass pre-employment drug/alcohol test
- Must pass a pre-employment physical
- Must provide a five-year criminal history report
- Must provide a three-year DMV printout
- Must provide a two-year negative TB test result

Physical Demands and Work Environment

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical Demands

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Primary function require sufficient physical ability and mobility to work in an office setting and to participate in emergency response situations; to walk, stand, or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight, to operate office equipment requiring repetitive, had movement and fine coordination including use of a computer keyboard; to operate a vehicle to travel to various locations, to operate and use specialized vehicles and equipment; and to verbally communicate to exchange information. Vision and hearing must be in the normal visual and audio range with or without correction. The employee must occasionally lift and/or moves up to 50 lbs.

Work Environment

Work is performed primarily in a standard office setting with some travel to various locations to attend meetings or inspect, supervise, and/or perform department activities in responding to emergency occasionally works near moving mechanical parts; occasionally exposed to outside weather conditions and wet and/or humid conditions; occasionally works in high precarious places; occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, risk of electrical shock, risk of radiation, and vibration; the noise level in the work environment is usually moderate but may occasionally be very loud due to sirens, etc; occasionally wear protective apparel including goggles, face protectors, aprons, safety shoes, and self contained breathing apparatus; incumbent may be required to work extended hours including evenings and weekends and may be required to travel outside tribal boundaries to attend meetings and/or workshops; subject to emergency call out at any time.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Language Skills** - Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Mathematical Skills** - Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Ability** - Ability to define problems collects data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Employee Signature and ID#

Date

Supervisor Signature and ID#

Date