

JOB DESCRIPTION  
COUNTY OF DUPAGE



**CLASS TITLE:** ETSB Systems Administrator  
**JOB NUMBER:** 1494  
**FLSA STATUS:** Non-Exempt  
**GRADE:** 313

**POSITION SUMMARY**

Under direction, supports the ETSB 911 infrastructure by assisting agency users, maintaining ETSB applications, and ensuring proper operation of related equipment; performs additional duties as assigned.

**DISTINGUISHING FEATURES OF THE CLASS**

This position provides a range of technical services, including end-user support, system monitoring, application configuration and support, and basic network troubleshooting. The individual in this role resolves technical issues and identifies user needs related to the use of software, hardware, and related equipment.

Employees in this classification provide customer support by receiving, prioritizing, assisting with, resolving, and documenting end-user help requests. They also monitor systems, applications, and network connections in a multi-platform environment. Work is performed under the direction of the ETSB Deputy Director of Information Technology.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The list of duties and responsibilities is illustrative only and is not a comprehensive listing of all the duties and responsibilities performed by positions in this class.

- Provides technical support for both hardware and software issues for end users
- Manages the configuration and operations of client and server-based computer operating systems
- Monitors the system continuously and responds to security or usability concerns
- Responds to and resolves help desk requests
- Assess and updates systems and processes as required for enhanced functionality and security issue resolution
- Manages test and production systems
- Implements and manages software and system upgrades, updates and patches.
- Communicates with vendors to troubleshoot and assist with system issues as necessary
- Administrates infrastructure, including firewalls, network applications, software and hardware and other processes as needed
- Reviews system application logs
- Installs and tests computer-related equipment
- Responsible for system security
- Provides end user support via the ticketing system and responds to user inquiries regarding the status of incidents/work order tickets and performs follow up communication until resolution or completion of request.
- Maintains effective relationships with appropriate agencies and vendors
- Maintains regular attendance and punctuality

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**NON-ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Adjusts work assignments and schedules in the event of an emergency to participate in emergency preparedness, response, and recovery activities as assigned.
- Depending on assignment may maintain required emergency management training, licensure and/or certifications.
- Performs related duties as required or assigned within job classification.

**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 essential functions.

Knowledge of:

- Internal system operation and software interface capabilities
- Microsoft Server Operating Systems
- Support techniques for desktop, mobile, and enterprise-level applications.
- VMware ESX host/servers
- Common server monitoring and security utilities
- Firewall configuration and port concepts including ACL configurations.
- Strong understanding of networking fundamentals, including TCP/IP, DNS, DHCP, VLANs, routing, and switching.
- ETSB policies and procedures
- Applicable federal, state, and local laws, rules, regulations, codes, and/or statutes

Skill in:

- Time management resulting in completion of work to meet required deadlines.
- Making sound recommendations to improve and optimize system output.
- Analyzing facts and exercising judgment arriving to conclusions
- Handling and resolving technical problems with the end user applications and software networked systems.
- Conveying excellent oral and written communication including initiating and communicating persuasively with external organizations.
- Using computer hardware and software including word processing, spreadsheets, databases, email, etc.
- Applying an acquired knowledge of procedures, rules, regulations and services applicable to the assigned office

Ability to:

- Troubleshoot and resolve technical problems efficiently.
- Carry out instructions furnished in writing, oral or diagram form, and to produce desired outcomes timely and completely.
- Manage projects and multiple priorities simultaneously
- Establish and maintain effective working relationships with department and division staff, other departments and others, such as vendors
- Communicate and use interpersonal skills to interact with coworkers, supervisor, the general public, etc. to sufficiently exchange or convey information and to receive work direction
- Ensure compliance with applicable federal, state, and local laws, rules, and regulations
- Convey excellent oral and written communication
- Work effectively under stress
- Maintain confidentiality

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**SUPERVISORY RESPONSIBILITIES**

None

**EDUCATION and/or EXPERIENCE**

- Bachelor's degree in computer science, Information Technology, or a related field preferred, will consider other degrees based upon technical experience.
- Minimum of 3–5 years of experience in IT operations, support, or administration.
- Equivalent combinations of education and experience may be considered.

**PHYSICAL REQUIREMENTS**

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

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None.

**ACKNOWLEDGMENT\***

I acknowledge that I have read the job description and requirements for the Systems Administrator position and I certify that I can perform these functions.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Date

\*Management has the right to add or change these duties of the position at any time.