

**TOWN OF WAYLAND  
POSITION DESCRIPTION**

**Title:** Senior Systems Administrator  
**Department:** Information Technology  
**Appointing Authority:** Town Administrator  
**Affiliation:** Non-Union  
**Grade:** N-9  
**Personnel Board Approved:** 01/10/2019

**Summary of Duties**

Performs highly technical work involving both the maintenance and troubleshooting of existing systems and applications as well as the design and implementation of new systems utilizing new technologies.

**Supervision Received**

Works under the direction of the IT Director.

**Supervision Exercised**

May directly supervise staff if assigned.

**Job Environment**

Work is generally performed under typical office conditions with noise from office equipment and light traffic and little exposure to occupational risks, other than risk of electric shock. May be required to work beyond normal hours and on evenings or weekends for offline technology-related maintenance and installation.

Requires skill in the operation of computers, peripheral devices and cabling.

Has contact with the user community; contacts generally involve taking in information from users to assist in the resolution of escalated technical issues. Also has contact with contractors and vendors; contacts generally involve assessment of service and product offerings as well as supervision of work after contract award.

Travels to off-site locations to perform work for other departments; occasionally required to transport equipment to various off-site locations for repair

Respects and maintains confidentiality of staff, volunteers, organization, project and personnel related information

Errors could result in time loss, poor public relations, reduced services to citizens, and failure to achieve program objectives

### **Essential Functions**

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

Manages Town servers and enterprise applications both cloud and on premises

Oversees the deployment of new enterprise applications

Maintains complete and accurate technical documentation of Town IT systems

Mentor / cross train team members on existing and new technologies

Provide after-hours support for Infrastructure related emergencies as well occasional weekend maintenance

Provides input to the Director on disaster recovery planning and preparedness. Maintains systems so that they are capable of meeting specified disaster recovery objectives

Manages and maintains Microsoft Windows Server systems including active directory. Implements and maintains group policy objects to automate the configuration of user systems

Maintains inventory and asset configuration documentation

Implements, administers and maintains data backup and recovery systems consistent with specified recovery point and recovery time objectives

Implements, administers and maintains databases on a variety of platforms

Maintains all appropriate documentation, files, logs and records required for the operations of the department; maintains inventories to include procurement and disposal of equipment

Manages and safeguards all software licensing agreements and safeguards software media and associated licenses; ensures technology documents/certificates such as product

registrations, SSL certificates, maintenance agreement, service contracts, etc. are maintained; evaluates and updates related technology operations and/or technology services

Manages the acquisition, installation and maintenance of server hardware/software; manages maintenance & diagnostic service contracts and ensure compliance with all software licensing agreements

Serves as technical liaison with vendors on server software and hardware specification

Performs routine preventive maintenance on hardware and software; applies techniques to protect data through physical security anti-virus methods and database recovery

Develops and maintains technology policies, standards and procedures manual

Presents and implements technological alternatives to streamline and improve productivity

Maintains a thorough knowledge of the organization; adheres to all organization standards

Keeps immediate supervisor informed of activities and recommends corrective actions

Is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her control; develops annual technology goals and detailed plans for goal accomplishment

Maintains knowledge on current technology by reading periodicals, evaluating new technologies and attending technical seminars and training sessions

Performs similar or related work as required, directed or as situation dictates.

### **Recommended Minimum Qualifications**

#### **Education:**

Bachelor's Degree in Computer Science or a related field of endeavor.

#### **Experience:**

Over 4 years' experience working in an IT environment with direct responsibility for the operation and maintenance of technology.

#### **Substitution:**

None

#### **Licenses/Certificates:**

Must possess a valid driver's license to operate a motor vehicle. MCSE and/or VCP certifications are desirable.

**Knowledge, Abilities and Skills:**

Strong knowledge of Windows Server operating systems including active directory

Strong knowledge of VMware virtualized infrastructure components as well as Cisco UCS systems and Netapp Storage Arrays; Windows Server Environment; Linux; Microsoft SQL Server; Microsoft Exchange Online; Internet Information Services, Oracle; backup systems; print servers; firewalls, antivirus software

Ability to create and maintain accurate and detailed records and technical documentation.

Ability to identify, gather and analyze information and resolve problems in a timely manner

Ability to develop alternative technology solutions

Ability to automate processes using scripting languages such as PowerShell, Vbscript and batch files

Ability to learn new skills to improve job performance

Ability to read and interpret written information

Ability to develop effective working relationships with colleagues

Ability to handle multiple problems and projects simultaneously

Ability to maintain detailed, complete and accurate records

Excellent communication skills; ability to communicate effectively, both orally and in writing; ability to communicate technical information to a user community

Ability to deal with frequent changes, delays, or unexpected events.

Ability to manage confidential information

Ability to operate a motor vehicle

Strong interpersonal and organizational skills

**Physical Requirements**

Occasional light to moderate physical effort required to perform duties under typical office conditions. Occasionally required to lift items and equipment weighing up to 25; pounds; frequently required to stand and walk; occasionally required to kneel, bend, reach,

stoop, crouch and twist. Must have vision and manual dexterity to install and maintain equipment. Regularly required to talk and listen

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*