

Lavaca-Navidad River Authority

Job Description

Job Title:	System Administrator
Department:	Information Technology
Reports To:	Senior System Administrator
FLSA Status:	Exempt
Salary Range:	\$40,000 - \$90,640 per year
Prepared By:	Human Resource Manager
Approved By:	General Manager
Approved Date:	April 2024

Summary

Responsible for the ongoing management and support of LNRA computer systems, servers, and network infrastructure. The System Administrator ensures employees have secure and efficient computer systems to fulfill their daily job responsibilities.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Administer and maintain LNRA infrastructure.

- Maintain servers, workstations, and networking equipment
- Monitor system performance and make recommendations for infrastructure upgrades and optimizations
- Ensure technology infrastructure is performing optimally and securely
- Design, configure, and upgrade hardware and software components
- Apply system updates, patches, and security fixes
- Maintain systems in compliance with security standards
- Prevent unscheduled outages and degradations

Administer applications and additional software.

- Oversee installation, configuration, and deployment of applications
- Identity and access provisioning and administration
- VMware Server and Storage administration
- SQL Server and Database administration
- IIS administration

Provide end-user support.

- Provide advanced technical support to end-users when necessary
- Troubleshoot complex hardware and software issues
- Ensure timely resolution of IT-related problems
- Familiar with recent Apple and Android Mobile OS(s)
- Coach and train users

Contribute to user account management.

- Collaborate with HR and department heads to create user accounts for new employees
- Oversee user authentication process to maintain account security
- Monitor password policies and assist users with password resets/creation as needed
- Implement and maintain access controls for all users
- Regularly review and update user permissions in alignment with job responsibilities of each employee
- Participate in offboarding procedures, specifically in de-provisioning user accounts and access promptly

Maintain a secure technology environment.

- Implement backup and disaster recovery plans to protect data and ensure business continuity
- Ensure backup and recovery processes are regularly tested
- Enforce security policies and best practices to protect systems and data

Contribute to an efficient and positive team environment.

- Create and maintain documentation, including configuration guides, procedures, and policies
- Mentor and assist junior staff
- Contribute to a culture of knowledge-sharing within IT
- Utilize additional learning resources and take advantage of training opportunities as they arise

Manage IT incidents, problems, and changes as needed.

- Address IT incidents as they are reported by end-users, diagnosing, and resolving the issues promptly
- Follow ITIL standards as best possible and reasonably adopted
- Prioritize and troubleshoot incidents and problems as they arise
- Keep IT and enterprise leadership informed of incidents, problems, and changes as they arise
- Proactively identify potential technical issues and improve IT services
- Be available to provide 24x7 support as critical incidents arise

Performs other duties as assigned.

Comply with all governing policies and procedures.

Assist Management Staff as needed.

Comply with LNRA Safety Manual.

Supervisory Responsibilities

This job may have supervisory responsibilities.

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

High School Diploma, GED, or equivalent certification. Bachelor's degree in Information Technology or closely related field; or an equivalent combination of military, education and/or professional work experience. Interest in continued demonstration in learning new technologies and evolving own capabilities.

System Administration Experience Two (2) to four (4) years' experience administering corporate or government systems, applications, and networks.

Language Skills

Advanced language skills. Ability to communicate in the English language both orally and written. Ability to provide clear and concise updates to diverse technical and non-technical stakeholders.

Mathematical Skills

Advanced math skills.

Reasoning Ability

Advanced reasoning ability skills.

Computer Skills

Thorough knowledge of personal computer hardware and software, local and wide area network systems. Knowledge of new developments related to personal computers and networks. Knowledge of a wide variety of application programs. Ability to identify and diagnose problems related to computer hardware and software and to find effective solutions. Strong knowledge of all Microsoft Windows operating systems including 10, 11, and Server 2019. Installing, configuring, and troubleshooting Microsoft Office 365. Strong understanding of Ethernet network environments. Working knowledge of Active Directory user and group management. Ability to troubleshoot computer internal and peripheral hardware issues. Willingness to learn new technologies.

Certificates, Licenses, Registrations

Valid Texas Driver's License. Insurable driving record.

Other Skills and Abilities

Ability to establish, work, and maintain effective relationships with other employees, vendors, contractors, and the public. Ability to work independently or with a team. Ability to gather, synthesize, and analyze highly technical information from subject matter experts. Ability to think outside the box to solve challenging problems and recommend solutions. Strong interpersonal skills. Strong problem-solving skills. Self-motivated. Friendly and courteous. Positive and upbeat. Effective and efficient. Works well in ambiguity and autonomously. Demonstrates the ability to manage competing priorities.

Other Qualifications

Occasional travel may be required. Must be able to work a flexible work schedule including shift work, days, nights, weekends, and holidays. This position will be subject to random drug testing.

Preferred Skills and Experience Proven ability to develop PowerShell scripts. Experience with VMware technologies and virtualization. Experience with WAN/LAN/Wireless technologies and protocols. Experience with VOIP/SIP call routing technologies and protocols. Experience with Azure/Entra. Experience with Dell or Cisco routing and switching technologies. Experience with firewall and network security technologies.

Physical Demands

The physical demands described here 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 functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; sit and stoop, kneel, crouch, or crawl. The employee is occasionally required to walk and climb or balance. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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.

While performing the duties of this Job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.