CRAIGHEAD COUNTY
JOB OPENING

COMPUTER SERVICES

<table>
<thead>
<tr>
<th>POSITION</th>
<th>IT- SYSTEMS ADMINISTRATOR</th>
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<tbody>
<tr>
<td>DATE OPENED</td>
<td>09/04/2020</td>
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<tr>
<td>FILING DEADLINE</td>
<td>09/11/2020</td>
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<tr>
<td>SALARY</td>
<td>Based on experience up to $46,000</td>
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<tr>
<td>EMPLOYMENT TYPE</td>
<td>Full-Time</td>
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<tr>
<td>WORK LOCATION</td>
<td>511 Union Street, Jonesboro, AR 72401</td>
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JOB DESCRIPTION

The role of the Systems Administrator is to provide support to all Craighead County staff. Analyze needs and determine structure of all network systems and servers. Install and maintain back-office systems including database and application servers. Assist with operational problems at the server application level and user level. Help the Systems Support Team to install and maintain desktop hardware and software. Resolving support requests as well as meeting customer satisfaction and continuous service demands. IT support staff work in a fast-paced environment which provides services over the phone, through email, in person and self-service.

JOB RESPONSIBILITIES

- Consult and assist on County-wide projects that relate to Information Technology.
- Perform hardware installation and maintenance of infrastructure systems.
- Maintain backups of all network and server systems.
- Provide assistance and detailed implementation of purchased software packages.
- Maintain virus checking software on all network file servers.
- Install software upgrades on servers and all network hardware.
- Assist in the design, selection and installation of all networking systems.
- Monitor and review server operations and recommend any needed changes.
- Assist in problem analysis for operator, software, or hardware errors.
- Verify appropriate hardware/software levels on County computers and network servers.
• Determine proper hardware/software based on present and future needs.
• Verify County compliance with software licensing rules.
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• Knowledge of Vmware environment and wireless systems.
• Help maintain security systems including cameras and other access equipment.
• Installation, configuration and ongoing usability of desktop computers, laptops, tablets, peripheral equipment and software with established standards and guidelines.
• Support includes testing of computer systems and peripherals within established standards and guidelines.
• The position utilizes one-on-one consultancy to end users and Network staff. Alerts management to recurring problems and patterns of problems.
• Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems.
• Work with end users to evaluate additional and replacement hardware and software needs and consult with vendors as needed.
• Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers and administrative systems.
• To maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
• Recommends and/or performs upgrades on systems to ensure longevity.
• Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
• Perform any other related duties as required or assigned.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE
Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 4 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS
Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS
Ability to work with mathematical concepts such as probability and statistical inference,
and fundamentals of plane, algebra, solid geometry and trigonometry.

CRITICAL THINKING SKILLS
Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

PHYSICAL ACTIVITIES
Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to sit, talk or hear; frequently required to use hands to finger, handle, or feel; and occasionally required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

BENEFITS
Employment with Craighead County includes “core” health insurance for the employee with the option to “buy up” to include dependents. You can also elect to enroll in dental coverage, vision benefits and flexible spending account but will be responsible to pay the full premium for these benefits. Employees receive a $10,000 life insurance policy through USABLE. The County uses APERS for its pension plan with the employee contributing a mandatory 5% and the County contributing 15.32%. Paid time off is accrued at .025 hours per hours paid for vacation and personal time. Vacation time can be taken after the 1st year of service. There are approximately 11 paid holidays per year.

FURTHER INSTRUCTIONS
Submit a resume via fax to (870) 933-4504 Attention: HR with the subject IT-Systems Administrator or by email to hr@craigheadcounty.org with the subject IT-Systems Administrator by the close of business on September 11, 2020. Resumes can also be mailed to Craighead County Judge’s Office, Human Resources, 511 Union Street, Suite 119, Jonesboro, AR 72401. Please make sure you reference IT-Systems Administrator in your cover letter.

As an equal opportunity employer, Craighead County is committed to recruiting, retaining, and promoting employees who are reflective of the County’s diversity.

We thank our Veterans for their service to our country and encourage them to apply. Bilingual applicants are also encouraged to apply.