Effective Date: 01-10-22
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DOUGLAS COUNTY
SHERIFF'S OFFICE

JOB TITLE: Systems Administrator II – JDC122

Exempt: Yes	**Job Type**: 7516T
Pay Grade: T750	**Department**: Office of the Sheriff
Approved: Sheriff Darren Weekly	**Date:** 1/10/2023

General Duties: This position is responsible for the collection, of user requirements, analysis, design, implementation, testing, and maintenance of changes to Douglas County Sheriff's Office computer applications.

Supervision Received: Reports directly to the Public Safety Technology Manager.

Supervision Exercised: This position has no direct supervisory responsibility over other positions, although the position is responsible for providing mentoring of less experienced Technical Staff. In addition, the incumbent will be responsible for providing technical leadership on the deployment and support of operationally based projects.

Examples of Duties and Responsibilities: (The following examples are illustrative only and are not intended to be all-inclusive.)

- Builds and manages deployment packages to desktops and servers.
- Has a working experience of Virtualization Environments.
- Assists with Desktop Administration for clients and servers.
- Configure AD (Active Directory) services for individual and group permissions.
- Recognizes ITIL Operations and has a good foundation and experience in an ITIL environment. (Certificate a plus)
- Develops and implements intermediate scripts to automate common functions or system operations.
- Under general supervision, performs intermediate hardware server setup, installation and configuration of the operating system, new releases and upgrades.
- Creates and manages user directories and files on the server platforms.
- Executes a backup and recovery process for all data systems.
- Assists in capacity planning and determines equipment specifications for purchase.
- Assists in maintaining day-to-day operations of servers, hardware, operating systems, security and data protection.
- Monitors, tunes, diagnosis and resolves intermediate operating system problems.
- Develops and implements intermediate scripts to automate common functions or system operations.

- Collects and documents requirements for enhancements or modifications to Douglas County Sheriff's office applications. Analyzes, designs, implements, and tests enhancements or modifications, as well as troubleshoots any production issues or problems.
- Provides application and specific technical support for Sheriff's Office software. Coordinates with Sheriff's Offices staff and other county IT staff to troubleshoot and resolve issues according to a defined prioritization and severity policy. Ensures that the associated support ticket is appropriately resolved in a timely manner.
- Configures and defines system resources.
- Security focused.
- Participates as part of an on-call hierarchy with other skilled support staff.

Other Duties: Performs other duties as assigned

Education and/or Experience: Generally, a bachelor's degree in Computer Science, Management Information Systems, or a closely related field and training and/or certifications in principle technologies. Typically requires 3 years progressive experience in Systems Administration (installation and maintenance). may be substituted for degree or certification. Cost estimation, design, analysis, and budgeting are required.

Desired Experience:

- Applicable Microsoft Certifications
- Experience with SCCM – Microsoft System Center Configuration Manager
- Experience with SCOM – Microsoft System Center Operations Manager
- PowerShell experience
- Enterprise Cloud experience
- Database experience

OR

Any equivalent combination of training and experience that provides evidence that the applicant possesses the necessary skills and an aptitude to quickly learn and apply missing or new application integration and technologies.

Certificates, Licenses, Registrations: Must possess a valid Colorado driver's license. A+ certification and other computer-related certificates are helpful.

Contacts: This position has regular contact with Douglas County Sheriff's Office staff, County IT, and vendors.

Independent Judgment: Work is performed independently within general guidelines. The ability to seek guidance at appropriate times is required.

Essential Job Functions:

Language Skills: Position requires the ability to effectively communicate in both oral and written form, document technical processes and procedures, document business requirements, and establish and maintain effective working relationships.

Computer Skills: Must be highly proficient with Windows PC operating systems, network infrastructure, application/system administration, application deployment, application and database reporting tools.

Reasoning Ability: Position requires the ability to apply common sense understanding to carry out instructions, as well as to deal with complex technical data and systems. Ability to conceive and implement workflows is required.

Other Skills and Abilities: Position requires a high-level of law enforcement knowledge. Position requires strong computer skills and an understanding of program design, implementation, and testing procedures. Ability to deal with confidential information. Ability to remain calm and effectively communicate under adverse conditions. Ability to deal with high stress job. Ability to interact effectively and professionally with the broad range of individuals encountered in a public safety environment.

Physical Demands: May occasionally be required to lift and/or move up to 40 pounds. Ability to bend, kneel and crawl under desks and tables as necessary.

Work Environment: Work is generally performed in a typical office environment. Some local travel is required. Ability to work beyond scheduled hours and respond to after hour pager/calls in a time critical manner is required. A Sheriff's Office background check and fingerprint check is required.

Consequence of Error: Work involves complex analysis of Computer Aided Dispatch, Records Management, Mobile, Investigations, Field Reporting, Jail Management, and other business functions. Consequences of error may include inaccurate reporting, financial liabilities, inaccurate communications, and non-compliance with state and federal statutes.

Testimony: Must be able to provide credible testimony in a court of law or any other legal proceeding or investigation.

Other: In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.