

PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (*PARTA*)
POSITION DESCRIPTION

Position: Systems Administrator
Department: Information Technology
FLSA Status: Exempt Pay: Salary/E3

Category: Non-Safety-Sensitive
Revision Date: 12/11/2024
Reports to: Chief Operations Officer

JOB RESPONSIBILITIES (Performs other related duties as assigned.)

Under the general direction of the Chief Operations Officer, implement and manage information technology systems, ensuring reliability, performance, and security. Provide technical support and manage technology integration, maintenance, and usage of all IT systems, including cloud-based technology. Diagnose problems, repair system components, restore service, and protect user data and settings. Maintain technology-based systems to ensure continuity of service for transit passengers and support administrative transit functions.

ESSENTIAL FUNCTIONS OF THE POSITION

Manage activities involving information technology. Implement technology-based applications including LAN, WAN, VPN and cloud solutions; monitor assigned budget; review purchase orders; maintain equipment inventory.

Provide assistance and expertise to staff and consultants. Consult and assist users with information systems needs; coordinate activities, resolve problems, and provide technical support.

Analyze needs and recommend upgrades. Negotiate with vendors and maintain service contracts. Plan and direct the installation of and upgrade of computer hardware and software, as directed. Monitor hardware and software functionality, including cloud-based systems.

Review and test systems capability to verify and ensure customer requirements are met. Review and monitor technology processes and procedures, software security and access, and update documentation. Implement and oversee security of solutions to protect sensitive data. Implement tools for monitoring, alerting, and troubleshooting of network problems.

Collaborate with external vendors to manage relationships and ensure agreements are met. Assign and/or perform work and projects to ensure essential services are maintained; manage and coordinate production schedules; prepare project cost estimates. Prepare, produce, and edit technical materials and reports.

Assist with establishment and implementation of policies and procedures; research trends and make recommendations for improving technology initiatives. Collaborate with department heads to ensure network needs and bring solutions that will align with our goals.

Systems Administrator

OTHER DUTIES AND RESPONSIBILITIES

Perform other related duties as assigned. Serve on committees as needed.

QUALIFICATIONS

Graduation from an accredited four-year college or university with a degree in computer science, applied engineering, computer or electronics technology or computer engineering technology or a closely related field, and five (5) years of related experience, including relevant experience in a specific functional area of information technology (e.g. software systems, networking); or an equivalent combination of education and experience that demonstrates possession of the following knowledge, skills and abilities.

Knowledge of the principles of computers and electronics, including electric circuit boards, processors, chips, and computer hardware and software, including applications and programming; of engineering and technology, including the equipment, tools, mechanical devices, and their uses; of telecommunications, including the transmission, broadcasting, switching, control, and operation of telecommunications systems.

Skill in instructing others; identifying problems and troubleshooting solutions; communicating information to others effectively; thinking critically to identify the strengths and weaknesses of different approaches.

Ability to repair machines or systems using the needed tools; perform routine maintenance and determine when and what kind of maintenance is needed; listen to what other people are saying and ask questions as appropriate; adjust actions in relation to others' actions; read and understand information and ideas presented in writing; listen to and understand information and ideas presented through spoken words and sentences; effectively communicate information and ideas in writing and verbally so others will understand.

LICENSURE OR CERTIFICATION REQUIREMENTS

- A) Valid State of Ohio Driver's License with no more than four (4) points required at time of hire.
- B) Successful completion of previous employment verification and criminal background investigation.
- C) Successful completion of Non-Department of Transportation Pre-Employment Drug Screen.

TOOLS AND EQUIPMENT USED

Operates tools and equipment including but not limited to: personal computer and related hardware and software, including word processing, spreadsheet, geographic information system, transit operations and communication software; and data management software; LANs and peripheral equipment; scanner and other related office technology; 10-key calculator; telephone; cellular phone; copy machine; fax machine; audio/visual equipment and related components.

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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.

In accordance with the U.S. Department of Labor Physical Demands Strength Rating, this is typically considered Light-Work – exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force to constantly move objects. There may be times when this work meets the criteria for Medium Work – exerting 20-50 pounds of force occasionally, and/or 10-25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects.

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.

The working environment involves exposure to conditions generally found in an office setting and in a vehicle maintenance garage. Hours of work may vary and may include working outside of scheduled work hours, including evening, weekends, and holidays, when called in to diagnose or troubleshoot a problem.

The employee will be required to comply with the employer's Drug Free Workplace Policy.

ADDITIONAL INFORMATION

Selection shall be based on ability to meet those job qualifications specified in the job description. This shall be determined from information received through the job application, resume, interview and references and may include job-related testing. The duties listed above 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.

The 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.

PARTA has established the goal of 100 percent drug and alcohol-free workplace. Applicants will be required to undergo urine drug testing prior to employment and may be subject to further drug and alcohol testing throughout their period of employment.

PARTA does not discriminate in provision of services or employment because of handicap/disability, race, color, creed, national origin, sex or age.”