**WORKFORCE SOLUTIONS OF CENTRAL TEXAS**

 **POSITION DESCRIPTION**

**TITLE/CLASSIFICATION:** Systems Administrator (Information Systems)

**FSLA Status**: Non-Exempt

**Job Description:**

Performs systems administration work. Work involves assisting/coordinating the support, configuration, and reliable operation of computer systems, other office equipment, and installation/upgrade of computers and software. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

**You Gain:**

* Competitive salary: $55,000 a year
* Be part of our Registered DOL Apprenticeship program
* Retirement
* Medical Insurance, including dental & vision
* Life Insurance
* Tuition Assistance
* Paid time off for vacation, sick and holidays
* Military, family care leave, and more

**Duties and Responsibilities**:

* Performs troubleshooting support of systems hardware, software, and networking issues; use helpdesk ticket system to communicate with employees and other support staff about problems, actions, and time taken to resolve tickets.
* Responds to incident and problem calls, and processes service requests and tasks.
* Coordinates and/or sets up equipment for employee use, and performs or ensures proper installation of cables, system image, or appropriate additional software.
* Prepares and maintains new or existing operating procedures, information systems, or applications for efficiency and effectiveness; may prepare information to assist in correction or recommendations for solution.
* Assists in performing systems software and hardware reviews and inventory of physical and software resources.
* Provide technical support and perform research for information technology system processes associated with system software and hardware technology support, planning, development, and implementation.
* Prepare procedure and training manuals for employees, and conduct presentations and briefings to employees.
* Analyzes, troubleshoots, and resolves system hardware, software, and networking issues; provide technical support as a higher-level resource available for problem resolution; escalate technical problems if needed.
* Assigns logons, groups, and access privileges of individual users and devices to a variety of applications to prevent unauthorized access; including password resets and other unlocks.
* Performs related work as assigned.

**Qualifications**: The requirements listed below are representative of the knowledge, skills, and/or ability required. Persons with disabilities may expect reasonable accommodations to perform essential functions.

**Education and/or Experience:** Experience in systems administration work. Bachelors’ degree from an accredited four-year college or university with major coursework in computer science, management information systems, or a related field is generally preferred. One (1) year of qualifying experience may be substituted for each year (30 semester hours) of college up to a maximum of two years.

**Language Skills:** Ability to read, analyze, and interpret technical information; write and revise standards and procedures; effectively present ideas verbally and give detailed briefings and training classes to staff and management; write effectively using correct English preparing memos, letters, reports, and electronic communications.

**Mathematical Skills:** Ability to calculate figures and amounts using basic skills such as addition, subtraction, multiplication, and division.

**Reasoning Skills:** Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; solving problems; scheduling, testing, installing, and implementing system software; and troubleshooting computer systems.

**Other Skills and Abilities:** Knowledge of systems administration; computer hardware and software configuration and troubleshooting; operating systems and applications.Ability to work independently. A working knowledge of automated systems. Proven employment record and ability to work with a diverse population. Must be able to handle multiple tasks. A working knowledge of Windows-based software.

**Physical Demands:** While performing the duties of this job, the employee is regularly required to communicate with others and to move from place to place. The employee must occasionally lift and/or move up to 50 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually light to moderate, occasionally high. Work is generally indoors in a typical office environment. Travel is required for this position between other Workforce Center locations and work hours may be occasionally outside of normal business hours.

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