

WORKFORCE SOLUTIONS
G R E A T E R D A L L A S

VACANCY ANNOUNCEMENT

Job Title: Systems Administrator III

Department: Technology

Opening Date: December 15, 2023

Closing Date: Until Filled

FLSA Status: Regular Full-Time/Exempt

Salary Range: Annually

SUMMARY: This position will perform work that involves maintaining the configuration, operation, security, and the reliability of the WFS Dallas network environment. Position will include working directly with computer hardware and software, including installation, maintenance, and data recovery. This may include managing agency's servers, resolving problems with computer systems, evaluating new software applications, and optimizing systems for effective performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES: This job description is intended to identify the essential functions of a position and should not be interpreted as all-inclusive. The employee may be required to perform or assume additional job-related responsibilities other than those stated in this job description.

- A. Study existing information processing systems and network to evaluate effectiveness and develop new systems to improve production, security, and workflow. This includes upgrading computer components and system software.
- B. Coordinate the implementation of technology solutions including the procurement of networking equipment such as back-up systems/servers, firewalls, server upgrades, switches, and uninterrupted power supplies.
- C. Provides detailed reports on existing network environment by reviewing system capabilities, performing security checks, and offering solutions.
- D. Supports operational, technical, and system requirements for the location; installation, operation, and maintenance of servers and other network equipment.
- E. Performs troubleshooting support of systems hardware, software, and networking issues.
- F. Participate in team meetings; provide intelligent solutions regarding network environment to improve efficiency and security.
- G. Prepares and maintains technology policy and procedures for agency while adhering to all state and local policy including NIST standards and Cybersecurity Framework.
- H. Set up accounts and workstations.

I. Responds to incidents and processes service request tickets as needed.

J. Assists in technology procedures and regulations to ensure equipment and software applications are properly budgeted. This may include preparing letters of instruction, manual revisions, and related forms as necessary.

K. Plan, execute, and coordinate patches, release changes, system copies, and OS patching in collaboration with managed service provider.

L. Travels from office to office to help support technology infrastructure and set up offices' hardware (VOIP phone endpoints, mobile telephones, PCs, printers, etc.).

M. Performs related work as assigned.

SUPERVISORY RESPONSIBILITIES: This position is responsible to the Technology and Facilities Manager.

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: Experience in relevant areas of project management. Graduation from an accredited four-year college or university with major coursework in accounting, finance, or a related field is generally preferred. Computer proficiency in programs such as Excel, Word, SharePoint, and Teams. Familiarity with technology standards such as SSAE, SOC 1 & 2 Compliance, ISO, PCI, HIPPA/HITECH, NIST, CSA/CCM. Experience and education may be substituted for one another.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from group of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS: Ability to comprehend and apply principles of modern algebra, and statistical theory.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES: Knowledge of general and fund accounting principles and practices, state financial management requirements, and relevant Federal, State and local laws, rules, and regulations. **Knowledge/Skills/Abilities to:** Ability to interpret and make decisions in accordance with existing laws, rules and regulations; communicate at a highly professional level with all staff levels in

both oral and written forms; prepare complex documents and reports, manage time and organize work to meet agency and legal deadlines; use computer software such as Microsoft Office products Word, Excel, Access, MIPS accounting software a plus, other software as needed to perform job functions.

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 sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, 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. The noise level in the work environment is usually moderate.

TO APPLY: email (hr@wfsdallas.com) or bstein@wfsdallas.com resume and salary requirement to: Workforce Solution Greater Dallas, ATTN: H.R. Department, 500 N. Akard Street, Suite 3030, Dallas, TX 75201. You may also apply via www.workintexas.com. Applicants who are invited to interview for the position will be required to also complete an employment application. Information contained in resumes and letters of application is subject to verification by Workforce Solutions Greater Dallas. Workforce Solutions Greater Dallas is an EEO/AA/Drug Free Workplace Employer and complies fully with the Americans with Disabilities Act (ADA). Auxiliary aids and services are available upon request to individuals with disabilities. WFSDallas is a proud partner of the American Job Center Network and an EEO/AA/ADA Employer. 100% of paid costs would be from Federal Funds.