



BEXAR APPRAISAL DISTRICT

JOB SPECIFIC INFORMATION

Title: System Administrator
Department: Information Systems
Division: Technology

AMENDED DATE: September 12, 2016

Group: 616
Exempt: Level 2
TDLR Registration: None

General Description

Install, configure, update, monitor and maintain BCAD Virtualized Environment, Servers & Software, Network Equipment & Software, Storage Area Network (SAN) Equipment and Software and all telephone system modules. Ensure recoverability by implementing and reviewing backups, database archive operations, vaulting, off-site rotations and logs. Conduct audits to ensure compliance with established standards, policies, and configuration guidelines. Maintain network and server integrity and security. Provide assistance and guidance to Information System staff for PC Workstation issues; when necessary, resolve PC Workstation related problems. Recommend the purchase of new or replacement computer equipment and software.

Qualifications

- Bachelor's degree or its equivalent preferably in Computer Science or Mathematics; Relevant experience may be substituted for college hours - two (2) years of related work experience will equate to thirty (30) college hours.
- A minimum of one (1) year of recent, full-time experience performing system administration duties in a mid-size or large Microsoft Windows Server environment.
- Understand basic computer networking.
- Possess knowledge of data processing, hardware platforms, and enterprise software applications.
- Demonstrate analytical and problem solving skills.
- Demonstrate ability to operate a computer terminal and a proficiency in Word, Excel, email and Internet Browsers.
- Communicate effectively orally and in writing.
- Possess basic knowledge of the District's functions and responsibilities as outlined in the Texas State Comptroller Taxpayer Rights and Remedies brochure.
- Work effectively both independently and with others.
- Organize and plan work effectively.
- Commitment to providing exceptional public service.
- If position requires use of personal vehicle, a valid Texas driver's license with proof of liability insurance is mandatory with a verified acceptable driving record. In any case, must have reliable transportation.
- Must have a telephone or point of contact.

Essential Functions of the Job

- **Support organization goals** by maximizing the availability, performance, and usability of the BCAD Virtualized Environment, Servers, Network and SANs. Maintaining the security and integrity of the District's computer systems, network and databases.

- **Provide assistance to the general public and BCAD employees** by developing strategies to deliver effective and factual communication regarding BCAD policies, procedures and property tax laws affecting both the property owner and BCAD; communicate procedures and important deadlines. Quickly resolve reported problems and explain how to effectively use computer equipment and software.
- **Maintain BCAD database** by operating a PC and becoming totally familiar with the District's CAMA system in order to research and retrieve BCAD records. Also, operate copiers, printers, scanners, and desk calculators.
- **Represent the district** by quickly and professionally providing assistance or resolving problems in public areas. Working with vendors and service providers to define requirements, create quotes & implementation timetables, resolve issues and fix hardware and software problems. Also, by assisting in achievement of overall goals, those set by the District and those mandated by the State.
- **Improve procedures and job efficiency** by evaluating work methods and making suggestions; maintaining quality of work and division production standards; plan and organize daily workload.
- **Enhance the division's effectiveness** by demonstrating professionalism in conduct, and appearance; understanding the necessity for dependability, punctuality, regular and reliable attendance, and integrity of work.
- **Comply with BCAD policies and procedures and state laws** by staying current on written policies and procedures for BCAD personnel; maintain current knowledge of new and revised tax laws and property tax code.
- **Contribute to team effort** by accomplishing assigned tasks which can change as required by business needs.
- **Physical demands requiring** sitting, standing, bending, kneeling, carrying, pushing, climbing stairs and ladders, lifting up to 30 lbs. which could be office equipment or furniture, possible weekends and overtime as needed.
- **Environmental factors include**, but are not limited to, high stress office atmosphere analyzing data at a computer terminal or lap-top, map copier machines, cash register, printers, scanning machines; may be provided a communication device that must be carried while on duty and during off-duty hours; high phone demands, may be some exposure to outdoors; high humidity and extreme temperatures, drives to designated locations, if required, to perform District assignments in all weather conditions.

Reporting Relationships

Reports to: Information Systems Manager.

Supervises: None.

Works With:

Internal – BCAD Staff

External – Taxing Units, Fiduciaries, Outside Vendors & Agencies, ARB, and the General Public.

Acknowledgement

I, Michael A. Amezcua, Chief Appraiser, do hereby approve the System Administrator Job Description.



Michael A. Amezcua, Chief Appraiser

09/12/16
Date