Job Posting

**Job Title:** Systems Administrator  
**Department:** Information Technology

**FLSA Status:** Exempt  
**Pay Grade:** 8

Please submit resume and application to:  
https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=9950&clientkey=BCD12EE4C3D69B17A21445755CAF5F95

**FSSNF Mission Statement**

The mission of Family Support Services of North Florida is to be the leader in providing safety, stability, and quality of life for all children by working with the community to strengthen the family unit.

**Organizational Expectations**

**Commitment** – As the lead Child Welfare Agency in North Florida FSS prides itself on our employees’ commitment to the agency and the children and families we serve. This is demonstrated by being available at a moment’s notice to assist clients regardless of the time of day. This is also demonstrated by employees’ commitment to maintain consistent attendance and punctuality. It is the expectation that the employee will remain in their current position for a minimum of one year before posting for another internal position.

**Career Development** – FSS is committed to being a learning organization that supports employees in their pursuit of professional growth and career development. Therefore employees are highly encouraged to explore and broaden their knowledge and skill sets to achieve their career goals.

**Professionalism** – Employees are expected to demonstrate professionalism in their appearance and demeanor when representing FSS at internal and external meetings, trainings, and events.

**Teamwork** – Putting the interests of FSS clients first is critical to the success of the organization. This requires all employees maintain consistent and timely communication, provide support to co-workers and colleagues and demonstrate the principles of teamwork.

**Responsible Citizenship** – In keeping with our mission and values employees are encouraged to volunteer 15 hours per year to assist with FSS and FSS-sponsored events.

**Customer Service** – As employees of the Lead Child Welfare Agency in North Florida FSS employees will demonstrate their commitment to providing our clients (internal/external) with consistent, meaningful and exceptional service.

**Position Expectations**

- Oversee project management for all technology activities and participate in the agency strategic plan and quality improvement processes
- Manage vendor relationship for the maintenance, configuration, and reliable operation of computer systems and servers
- Assist in designing, developing, and enhancing large transaction and reporting databases
- Assist in converting existing Legacy applications to newer technologies
- Assist in integrating in-house applications with enterprise third party solutions
- Assist in design, creation, and implementation of database systems based on the end user’s requirements
- Translate business requirements into software applications and models
- Develop and maintain efficient, well documented custom SQL scripts
- Thoroughly test all approved application and database code additions and changes prior to implementation
- Research, understand and apply best practices, cost-effective solution, policies and procedures towards all assigned tasks, roles, and responsibilities
- Participate in requirement analysis discussions and come up with efficient technical solutions
## Qualifications:

### Preferences

Bachelor’s Degree or higher in computer science or related field. Minimum of 5 years’ experience in systems administration and supervision. Demonstrated experience with relational database design and implementation using SQL. Preference will be given to those with Child Welfare, Medicaid, or TANF exposure.

### Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications 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.

Knowledge / Demonstrated Ability / Proven Skills of:

- Maintenance and procurement of desktop, notebook, handheld, and server computer hardware.
- PCs, servers and network components and other peripherals typically found in a 100+ user Windows network environment.
- Relational databases such as Microsoft SQL, and data management.
- Various office productivity software programs such as word processing, databases, spreadsheet programs, communications software and Great Plains accounting software.
- Systems design and development process, including requirements analysis, feasibility studies, software design, programming, pilot testing, installation, evaluation and operational management
- Business process analysis and redesign
- Design, management, and operation of managed IT systems
- Problem solving and multitasking skills
- Convey user requirements clearly and accurately
- Analyze and resolve complex issues, both logical and interpersonal.
- Negotiate and defuse conflict.
- Relate to all levels of the user community
- Be a team player that motivates and educates other team members
- Set and manage priorities
- Comprehend complex, technical subjects
- Translate technical language to lay audiences
- Link and apply complex technologies to business strategies
- Self-motivator, independent, cooperative, flexible, creative.
- Develop and maintain system and data architecture documentation.
- Effective verbal and written communications and effective presentation skills

### Other Requirements

- Clear a Level II background screening.
- Clear a reference check (professional and personal)
- Clear a local background check from the county in which you reside.
- Clear a substance abuse screen.
- Provide a copy of all degrees prior to your first day of employment.
- Clear a Motor Vehicles Records check.
- Provide proof of, and maintain a minimum personal auto liability insurance level $100,000/$300,000.
- Provide a copy of all certifications and degrees prior to your first day of employment.
Clear an E-Verify check to substantiate that the successful candidate meets the Department of Homeland Security authorization requirements to work in the United States (for more information visit www.dhs.gov/e-verify).

**Job Duties**

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<tr>
<th>Essential Duties</th>
<th>% of Time</th>
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<tbody>
<tr>
<td>Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization, including recommendation and execution of efficiencies and new processes used to govern these systems.</td>
<td>40%</td>
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<tr>
<td>Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues. This will include continual assessment of user satisfaction to effectively manage staff, processes, and procedures to provide optimal service to end users.</td>
<td>20%</td>
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<tr>
<td>Provide documentation and technical specifications to IT managed services for planning and implementing new or upgrades of IT infrastructure</td>
<td>20%</td>
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<td>Participates in the agency strategic plan and quality improvement processes to include project management for all technology projects.</td>
<td>10%</td>
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<td>Ensure the security of the information systems, communication lines, and equipment.</td>
<td>10%</td>
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**Supervisory/Decision Making Authority**

Does the position require customary supervision and management of at least 2 or more full-time employees?

- [ ] Yes  
- [X] No

Enter the number of direct reports and their position titles:

1. Two Helpdesk Technicians

**Contribution and Impact**

This position is responsible for assuring all agency IT/IS and Telecom needs are being met to ensure continuity of child welfare operations.

**Strategic Value**

To ensure that FSS is leveraging technology in order to provide premier client service and support in child welfare.

**PHYSICAL REQUIREMENTS:**  
(R=Required  P=Preferred)

- Sitting  _R_  
- Standing  _R_  
- Walking  _R_  
- Lifting  _R_  (Approx 50 lbs)  
- Carrying  _R_  (Approx 50 lbs)  
- Kneeling  _R_  
- Pushing/Pulling  _R_  
- Bending/Stooping  _R_  
- Climbing  _R_  
- Reaching  _R_  
- Crawling/Crouching  _R_  
- Grasping  _R_  
- Turning  _R_  
- Repetitive Motions  _R_  
- Color Recognition  _R_  
- Depth Perception  _R_  
- Reading  _R_  
- Hearing  _R_  
- Other (describe)  _R_  

**SKILL REQUIREMENTS:**  
(R=Required  P=Preferred)

- Drive motor vehicle  _R_  
- Prepare food  _N/A_  
- Typing/Keyboard  _R_  
- Word processing software  _R_  
- Database software  _R_  
- Spreadsheet software  _R_  
- Other software  _R_  
- Calculator  _R_  
- Operate office machines  _R_  (Fax, Copier)  
- Verbal communication (including telephone)  _R_  
- Written communication (including composition)  _R_  
- Public speaking/group presentations  _R_  
- Team-oriented and collaborative interpersonal relationships  _R_  
- Respectful client relationships  _R_  
- Client assessment and evaluation  _R_  
-Retrieve and compile information  _R_  
- Verify data  _R_  
- Maintain records  _R_  
- Organize and prioritize information  _R_  
- Analyze and interpret information  _R_  
- Investigate, evaluate and recommend action  _R_  
- Basic mathematical concepts (add, subtract, multiply, divide)  _R_  
- Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs)  _R_  
- Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)  _R_  
- Reasoning and logic  _R_  
- Sensitivity to service population’s cultural and socioeconomic characteristics  _R_  
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FSSNF provides equal employment and advancement opportunity for all individuals without discrimination because of race, creed, color, gender, religion, age, national origin, disability, military status, marital status, or the other protected categories as defined by the EEOC and takes affirmative action in the implementation of this policy. If an accommodation is needed in order to participate in the application process, please contact the appropriate servicing human resources office.