



The Town of North Andover is accepting applications for the position of:

TEMPORARY INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR
Information Technology Department

\$ 36.43 per hour

Temporary Full-Time

Starting as soon as possible, through approximately until end of December

Not Eligible for fringe benefits (health, paid time off, etc.)

Candidates are required to submit a completed Town of North Andover Employment Application along with a resume and cover letter to jobs@northandoverma.gov to be considered for this position. The Town of North Andover Employment Application can be found [here](#). Resumes may not serve as a substitute for completing the Employment Application. Applications will be reviewed on a rolling basis.

GENERAL PURPOSE:

The Temporary IT System Administrator's role is to manage in-house computer software systems, servers, storage devices, and network connections to ensure high availability and security of the supported business applications. This individual also participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance that is consistent with town goals, industry best practices, and regulatory requirements.

ESSENTIAL JOB FUNCTIONS:

- Manages the physical and virtual environment (VMware) of 50 plus servers. Has familiarity with MS SQL server, windows clustering, domain controller setup, and group policy.
- Ensures the security of the server infrastructure by implementing industry best-practices regarding privacy, security, and regulatory compliance. Develops and maintains documentation about current environment setup, standard operating procedures, and best practices. Manages end user accounts, permissions, access rights, and storage allocations in accordance with best-practices
- Performs and tests routine system backups and restores. Anticipates, mitigates, identifies, troubleshoots, and corrects hardware and software issues on servers and workstations. Escalates incidents as necessary.

- Practices server asset management, including maintenance of server component inventory and related documentation and technical specifications information. Recommends, schedules, and performs software and hardware upgrades, patches and reconfigurations.
- Develops required reports in response to business user and management needs.
- Manages the physical environment of the server racks including cable management, documentation, labeling, and remote access.
- Builds and deploys new servers on the network as needed. Has familiarity with NAS and SAN storage management.
- Participates in and supports capacity planning and the development of long-term strategic goals for systems and software in conjunction with end-users and department managers.
- Coordinates with network engineering, business application, and database administration functions to implement desktop and server systems that utilize industry best practices to meet organization objectives.
- Deploys, maintains, and supports work stations, servers, printers, scanners, and other devices.
- Performs related duties as assigned.

QUALIFICATIONS

Education:

- Highly organized and energetic, able to effectively execute multiple projects simultaneously.
- Excellent communicator; able to clearly articulate and deliver messages in verbal and written form
- Well-versed in a wide spectrum of information technologies; keen insight to current IT trends, advancements and their effective use in municipal environments.
- Works well under pressure; rejects the stopgap fix and approaches problems with lasting cost-effective strategies.
- Ability to think and solve problems strategically in a way that takes into account and is consistent with organization IT systems, practices and goals.
- Ability to learn new skills and adapt to changing practices and technology.

Knowledge of:

- Solid understanding of PC architecture and the Microsoft Windows OS.
- Solid understanding of tablet and mobile architecture (Android, Apple, Microsoft)
- Intermediate knowledge of Google Apps Professional and other cloud applications
- Demonstrated knowledge of current Microsoft Windows Server network architecture and related services (e.g. DNS, DHCP, Identity, Print, Security, Time and Terminal Services, etc.
- Demonstrated knowledge of Microsoft Active Directory administrative and related tools
- Demonstrated understanding of switched IP networks and core services

Ability to:

- Isolate and repair basic, intermediate, and advanced-level PC hardware and operating system problems.
- Appropriately safeguard confidential information.

- Interface in a professional and courteous manner with others.
- Solve moderately complex problems in a timely manner.
- Exercise good judgment.

Skill in:

- Municipal applications (e.g. revenue, appraisal, GL/AP, permits, public Safety RMS, GIS)
- MS Office suite, including Access, Visio, Project applications
- Network applications: Google Workspace, Veeam, VMWare, Sophos Anti-Virus, Microsoft Server Update Services.
- Wan/Lan technology: Cisco switching platforms and IOS, outside plant fiber and structured copper cable systems
- VOIP system support experience
- Basic network knowledge: LAN/WAN, switching and routing, firewalls

PHYSICAL REQUIREMENTS

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 frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.

Frequent stooping, crouching, reaching, pushing, pulling, and repetitive motions are necessary as is medium physical labor, including lifting objects up to 50 pounds.

Hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. 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.

SUPERVISION RECEIVED

Works under the general direction of the Information Technology Director.

SUPERVISION EXERCISED

None

SELECTION GUIDELINES

Selections shall be made on the basis of qualifications, ability, and dependability. Formal application, rating of education and experience, oral interview, reference check, and job-related tests may be required.

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.

APPLICATION PROCESS

All applicants are required to submit a completed Town of North Andover employment application along with a cover letter and resume by e-mail to: jobs@northandoverma.gov, or by mail or hand delivery to Human Resources Department, Town of North Andover, 120 Main Street, North Andover, MA 01845. The employment application may be obtained on the Town's website [here](#), or by visiting the Human Resources Department, or by calling (978) 688-9526. Resumes may be attached to the employment application but may not serve as a substitute for completing the required employment application.

Applications will be reviewed on a rolling basis.
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Successful candidate will be required to undergo CORI screening.

Individuals who need accommodations in order to participate in this process should contact the Human Resources Department at (978) 688-9526.

Questions regarding this hiring process should be addressed to:
Human Resources Department
Town of North Andover
120 Main Street
North Andover, MA 01845
(978) 688-9526
