# JOB DESCRIPTION

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Senior Systems Administrator</th>
<th><strong>Department:</strong></th>
<th>Power Supply and Operations</th>
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<tbody>
<tr>
<td><strong>Supervisor:</strong></td>
<td>Manager of Information Technology</td>
<td><strong>FLSA Status:</strong></td>
<td>Exempt</td>
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<tr>
<td><strong>Prepared By:</strong></td>
<td>Tammie Krumm</td>
<td><strong>Prepared Date:</strong></td>
<td>01/01/2016, 03/21/2016</td>
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<tr>
<td><strong>Approved By:</strong></td>
<td>Ray Wahle</td>
<td><strong>Approved Date:</strong></td>
<td>03/21/2018</td>
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## SUMMARY

Plans, directs and recommends the development, maintenance, and support of the information technology function by performing the following duties.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Other duties may be assigned.

1. Oversees server architecture, database and application development, user computer systems and end user support functions.
2. Develops, directs and assists in IT system security; report and investigate security anomalies and recommend security enhancements.
3. Develops, directs and maintains software licensing inventory.
4. Oversees, plans, directs and performs the acquisition and installation of server and end user hardware/software, storage, licenses and audio/video equipment.
5. Oversees, develops and directs capacity, reliability, security, backup and recovery planning.
6. Directs and assists in data center maintenance of environmental controls and power supply.
7. Administers and supports record management systems.
8. Oversees and directs the administration of the VOIP (voice over IP) system.
10. Oversees, directs and performs end user training.
11. Responsible for the planning, development, implementation and maintenance of documentation and procedures necessary to ensure compliance with NERC standards that are applicable to information technology.
12. Develops and maintains documentation of projects and assignments.
13. Administer and review proposals, invoices, and contracts applicable to information technology.
14. Serves “On-Call” and responds to call-outs of reported electrical system or service problems.
15. Provides assistance in the development and delivery of member services.

16. Represents MRES on industry, development, and project committees, task forces, and conferences as assigned.
17. Keeps abreast of relevant profession, industry, and inter-utility developments.
18. Assist in developing departmental budget requirements.
19. Documents and tracks all support requests using an approved problem tracking application.
20. Prioritizes support requests; facilitates effective communication to ensure the requestor understands the timelines and expected results.

**SUPERVISORY RESPONSIBILITIES**

Directly supervises employees in Information Technology. Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

**Continuous Learning** - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

**Communications** - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

**Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
Team Leadership - Fosters team cooperation; defines team roles and responsibilities; supports group problem solving; ensures progress toward goals; acknowledges team accomplishments.

Delegation - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.

Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.; continually works to improve supervisory skills.

Cost Consciousness - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

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**
Bachelor's degree in computer science or related field and four years related experience. Supervisory experience preferred; or equivalent combination of education and experience.

**Language Skills**
Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

**Mathematical Skills**
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**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.

**Computer Skills**
To perform this job successfully, an individual should have knowledge of Database software; Internet software; Spreadsheet software; Word Processing software and Project Management software.

**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 stand; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to walk. The employee is occasionally required to sit; climb or balance 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.
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.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts; risk of electrical shock and vibration. The noise level in the work environment is usually quiet.

ACKNOWLEDGEMENTS

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Supervisor/Manager Signature  Date

ACKNOWLEDGED: Employee Signature  Date

PRINT: Employee Name