**Job Description – System Administrator**

**Salary:**  **$76,000-$110,000**

**Hiring range:**  **$76,000-$86,500**

**Supervision**: Receives general guidance and direct supervision from the LETA

 Executive Director. This position is not responsible for supervision.

**Benefits:** While employment is with LETA, payroll and benefits are managed through Thompson Valley EMS. The benefits package includes Kaiser medical insurance, dental, and vision. LETA provides a 401/457 retirement plan along with personal time off. Leave accruals are based on years of service.

**In-person**: This position requires onsite reporting for work. Telecommuting is not an option. LETA’s office is located at 4872 Endeavor Dr Suite 200 in Johnstown CO 80534.

**The position will be open until filled**

**Description:**

Under limited direction, employee will need to exercise discretion and independent judgment. Employee will be required to formulate, affect, interpret, and implement management policies and operating practices. Employee will administer and manage technology for LETA staff to include overall support and maintenance of communications and internal LETA information technology infrastructure.

LETA has 30 government partners and 5 public safety answering points (PSAPs). Employee will develop strategic and tactical direction of services delivered by LETA to our government partners following LETA’s mission and objectives.

Employee will be responsible for ensuring that technology infrastructure, support services, and project management standards are followed. Employee will implement change management processes and methods to best meet internal and external requirements.

Employee manages and supports projects and related activities including but not limited to; developing project plans, creating decision papers, major architecture or technology decisions, system upgrades, and interfacing with vendors. Employee will be required to provide LETA’s government partners and their IT divisions with technical briefs on all LETA projects.

**Duties and Responsibilities:**

*The following statements are illustrative of the duties and responsibilities of the job. The organization retains the right to modify or change the duties and responsibilities of the job at any time.*

* Maintain the VIPER CPE equipment installed at 5 PSAPs and LETA’s backup PSAP.
* Provide technical leadership to each Technical Support Services Divisions of LETA’s 30 government partners. Including being conversant with the future direction of communications and information technology infrastructure (network, communications, system administration, technical support, and support services), how that direction will impact the organization/department, and how future and current infrastructure can be exploited for the benefit of the organization/department.
* Maintain the Computer Aided Dispatch (Central Square) clients installed at LETA’s backup PSAP. Maintain the NICE Voice Logger system installed at all 5 PSAPs and LETA’s backup PSAP
* Direct and facilitate the design of large and/or complex technology infrastructure systems or upgrades that provide the infrastructure for delivering 911 and other relevant programs.
* Support departmental goals as required for the planning and implementation of strategies that assure customer satisfaction, system availability, service levels, and meeting and exceeding problem resolution.
* Establish problem tracking and change verification processes that ensure quality and cost-effective modification to information technology production environments; monitor these environments to enforce related policies and procedures.
* Recognize and identify potential areas where existing policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion.
* Proactively communicate with government partners to provide technical advisory services as required; establish and maintain a positive working relationship with all partners to optimize working relationships and communication.
* Manage LETA’s Internet and intranet infrastructure and content management systems.
* Maintain security of LETA internal and external systems and points of interface between LETA systems and customer networks and systems.
* First line troubleshooting for LETA internal and external programs and systems.
* Review contracts in conjunction with LETA CEO and Attorney for gaps in coverage, expectation alignment, and other LETA interests.
* Software license management.
* Asset management, lifecycle tracking.
* Asset/environment documentation and diagram creation and maintenance.
* Implement systems management tools and devise methods for coalescing alerts from disparate systems and management platforms.
* Direct oversight of LETA ESInet to ensure availability for 9-1-1 communications and other LETA Service offerings
* On-call hours required on a rotating basis, roughly 1 week a month. Employees are compensated for time worked during on-call but are not provided compensation for being on-call.

**Requirements:**

* Comprehensive knowledge of Microsoft Windows Server, Windows Professional OS in a domain and SQL server.
* PC hardware/software troubleshooting skills
* Firm understanding of TCP/IP and wireless networking
* Windows system administration
* Ability to balance long term project demands with day-to-day support
* Must possess superior customer service skills, the ability to make sound judgments, be capable of innovative problem solving and exhibit patience and understanding when dealing with stressful situations.
* Network hardware topologies and troubleshooting skills
* Computer hardware and applications used include servers, desktops, mobile computing switches, routers, and firewalls.
* Demonstrated ability to work with individuals in a coordinated and problem-solving environment
* Bachelor’s degree required
* Effective written and verbal communication skills
* Preferred certified VIPER experience and training
* Preferred NICE voice logger support experience
* Preferred Central Square CAD support experience
* Preferred ENP certification

**REQUIRED DOCUMENTS**

1. [APPLICATION](https://leta911.org/wp-content/uploads/2022/04/Employment-application.docx)

     2. COVER LETTER

     3. RESUME

**EMAIL** application packet to: **dr.miller@kimberlymillerconsulting.com**