



4872 ENDEAVOR DR SUITE 200
Johnstown CO 80534
Main Office: 970-962-2170
www.leta911.org

Class Title: SYSTEM ADMINISTRATOR

Salary: Hiring Salary: \$74,560
Range: \$74,560-\$111,840

IN-PERSON POSITION, NO REMOTE WORK

GENERAL INFORMATION

LETA's office space is located at 4872 Endeavor Dr Suite 200 in Johnstown CO. LETA occupies the 2nd floor of the building and Larimer County Office of Emergency Management occupies the 1st floor.

Employee benefits and Human Resources are managed through our partner Thompson Valley EMS. The benefit package includes Kaiser medical insurance, dental, and vision benefit options. LETA provides a 401/457 retirement plan along with personal time off monthly leave accruals based on years of service.

DESCRIPTION

Under limited direction, employees will need to exercise discretion and independent judgment. Employees 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 (network, communications, system administration, technical support, and support services).

The employee will be responsible for overall leadership and management of all technical aspects of LETA's projects. LETA staff works closely with Information Technology Divisions with LETA's 31 Government Partners. Employees will develop the strategic and tactical direction of services delivered by LETA to our government partners following LETA's mission and objectives.

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

Employee manages and/or 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. Employees will be required to provide LETA's government partners and their IT Divisions with Technical Briefs on all LETA projects.

SUPERVISION

Receives general guidance and supervision from the LETA Chief of Staff.

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.

- Provide technical leadership to each Technical Support Services Division of LETA's 31 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.

- Direct and facilitate the design of large and/or complex technology infrastructure systems or upgrades which 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.
- Assist in preparing and planning the annual budget document.
- 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.
- Develop and analyze RFPs for product and service selection.
- Review contracts in conjunction with LETA CEO and Attorney for gaps in coverage, expectation alignment, and other LETA interests.
- Software license management.
- Asset management, and 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.
- Assist with Citizen Questions including text, email, and voice messages.
- On-call hours required on a rotating basis once training is complete.

MINIMUM QUALIFICATIONS REQUIRED

- Experience in the following:
 - A broad range of information technology experience including client/server computing environments, web technologies, servers, storage, imaging, Office 365, Google Suite
 - A broad range of operating systems including Windows Server, Windows 10, and Linux/Unix systems including virtualization within those environments.
 - Windows Domains, Group Policy, and Windows Server Update Services management
 - Microsoft 365 suite, including Azure AD, Teams, SharePoint, and Exchange.

- Strong Analytical and logical problem-solving skills and ability to come up to speed quickly on new technologies.
- Ability to communicate clearly and concisely, both verbally and in writing.
- Plan, organize, schedule, and monitor tasks and resources to accomplish established goals and objectives
- Ability to demonstrate one-on-one and group interpersonal skills. Requires the ability to deal with people beyond giving and receiving instruction. Must be adaptable to performing under stress and when confronted with persons also under stress.
- Establish and maintain effective working relationships with representatives of other agencies and organizations, and members of the community.
- Ability to assess organizational needs and relate appropriate technology solutions.

Associate degree in Business Administration, Computer Science, Information Technology, or a related field gained through an accredited college/university.

- 3 years' relevant work experience is required.
- Applicable experience, training, and/or certifications may be substituted for a degree.

QUALIFICATIONS PREFERRED

- A broad range of communications technologies including LAN, WAN, wireless, fiber optic transport, public safety radio and microwave networks, PBX's, Voice over IP, etc. Data communications including protocols, tariffs, monitoring, and network forecasting techniques.
- Techniques and hardware capabilities of a large-scale database and data communications environment
- Network and systems management platforms such as SMS and SolarWinds
- Management and maintenance of CMS technologies including WordPress, SharePoint, and Learning Management Systems.
- A broad range of local and wide area network communications technologies including TCP/IP, Ethernet, ATM, MOE, and Frame Relay.
- Project management methods and techniques.
- Performance measurement and customer service improvement practices.
- Plan and implement multiple large and/or complex communications and information technology infrastructure projects.
- Develop, implement, and evaluate methods, procedures, and policies applicable to Systems Administration, and Support Services.
- Understanding of audio signal paths in the digital and analog domains
- Five years of experience in information systems and technology in public safety, a directly related field, or in the performance of similar duties and responsibilities. Three years of experience with implementing large and/or complex systems, and network projects.
- Bachelor's Degree from an accredited college or university with major coursework in Business Administration, Computer Science, Information Technology, or a related field required.
- ENP certified, or certification achieved once NENA requirements have been met.

HIRING STEPS*

Job Opening
Job Closes
Prescreening virtual interview
Interview Boards | Skills testing
Background Investigation
Drug Screening
Executive Interview
Job Offer
Start Date

CONTACT INFORMATION

Val Turner, Chief of Staff

Vturner@leta911.org

REQUIRED DOCUMENTS

All required documents must be submitted in PDF format to Kimberly Culp via email

- 1) Cover Letter not to exceed 1 page
- 2) Resume not to exceed 2 pages
- 3) Reference list not to exceed 1 page
- 4) Completed and signed Application