



**Job Title: System Specialist II**

**FLSA Status: Exempt**

**Department: Network Services**

**Grade: 9**

**Accountable To: Service Group Supervisor**

### **Summary of Position**

Perform regularly scheduled work associated with the administration and operation of LOGIS and member servers and applications. Work is done under general supervision, but usually with no immediate supervision. Duties include network administration, administration of applications, setup and administration of LOGIS Managed Services applications, installation and support of network nodes, and maintaining network documentation.

This position requires travel to customer sites as needed. The employee must either maintain a current, valid driver's license and operable vehicle or have the ability to secure timely and reliable alternative transportation on short notice. Employees are required to follow all related federal, state, and local laws while operating a vehicle including maintaining state minimum coverage limits for bodily injury and property damage. LOGIS reserves the right to verify employee driving records as needed.

### **Essential Functions**

- Perform administrative duties for the LOGIS applications and systems.
- Administer and maintain LOGIS and member backups.
- Install, troubleshoot, and resolve problems with LOGIS and member workstations and printers.
- Install of service packs and security patches on Windows Servers and application software.
- Administer and maintain Network Services security applications such as Web Security Applications (WSA), Advanced Malware Protection (AMP) Antivirus, two factor authentication, AnyConnect, and network monitoring.
- Administer the Active Directory for LOGIS and members.
- Install and administer the Managed Services applications such as managed backups and email compliancy.
- Support and maintain the members managed servers as needed.
- Perform administration and upgrades on the LOGIS IP Telephony Service applications.
- Assist members in network administration.
- Maintain business continuity and network documentation.
- Communicate in a clear and concise manner all pertinent information necessary for the smooth running of the network to LOGIS and members staff.
- Inform Supervisor in a timely fashion about the status of all work assigned.

- Perform other tasks as assigned in a timely and professional manner.

### **Essential Competencies**

**Communications** - Must have the ability to effectively communicate clearly with English both written and verbally to successfully represent the organization to clients, consultants, and vendors. Must be able to actively listen to develop solutions and positively communicate the recommended solutions.

**Decision Making** - Must act in a decisive manner, using good judgment. Must be able to understand the request or situation, effectively obtaining additional information to develop solutions, assess the various implications, and provide strong recommendations. There are differing levels of independence. Make sure you have a clear understanding of your manager's expectations.

**Interpersonal Relationships** – The ability to work collaboratively with co-workers and members is essential. Must be consistent and ethical in working with everyone excluding personal biases. Must be sensitive to others' concerns whether directly or indirectly impacted. Must strive to promote a cooperative and positive atmosphere within the organization and with our members with diplomacy and tact. Must have the ability to accept constructive criticism.

**Quality of Work** – LOGIS strives to be a high performing organization. Must be able to produce high quality results within the required parameters to assist the members and management in achieving goals.

**Technical Knowledge** - Must have strong communication skills, both written and verbal, and strong organization and facilitation skills. Must exhibit an exceptional level of analytical skills to analyze and formulate solutions.

**Physical** - Must have ability to read and discern visual images on a variety of media. Must have the ability to remain seated or stand at the same workstation for up to 8 hours at a time with appropriate breaks within that period. Must have the ability to utilize various forms of media and technology.

### **Required Education and Experience**

- Associate's degree from an accredited technical vocational school or college. Two years of Windows server experience may be substituted for higher education requirements.
- Minimum of two years of experience working with network administration preferably in a multiple server environment utilizing a wide area network.



---

### **Access to Non-Public Data**

This position may have access to non-public internal and external data as part of work assignments. Please refer to the Employee Handbook for details in managing and releasing data. In addition, if at any time you are unsure, discuss the situation with your manager for approval prior to releasing any data.

### **Members' Data**

The position may have access to any and all of our members' data as required by work assignments. This data should only be used and/or released to our business partners as required for LOGIS to provide service to the member. This is their data and dissemination is controlled by them. If you have any questions discuss the request with your manager.

### **BCA Requirement**

All LOGIS positions require compliance with BCA regulations with regard to an employee's criminal history. As such, LOGIS reserves the right to verify employee criminal history as needed to ensure compliance.