



Sumner County

Emergency Communications District

Job Title: System Administrator
Location: 255 Airport Rd
Gallatin, TN 37066
Terms: Full time, on-site
Salary: \$70,000 - \$80,000 DOQ plus Sumner County Government benefits including paid holidays, sick, and vacation leave, and TCRS state retirement. Benefits also include a competitive medical insurance package and access to health clinics at no additional charge.
Post Date: June 1, 2023
Closing Date: Until filled

Interested applicants should email their resume and a cover letter to Michael Guthrie, ECD director: mguthrie@sumnercountyttn.gov
Individuals selected for an interview will be required to complete a Sumner County Government employment application. Sumner County is an equal opportunity employer.

About Us: The Emergency Communications District (ECD) supplies and maintains hardware and software needed for the successful operation of the Emergency Communications Center (ECC) as well as maintains addressing and mapping databases for Sumner County. The Sumner County Emergency Communications Center is the primary answering point for all 9-1-1 emergency calls in Sumner County and is responsible for the dispatching of police, fire, and EMS field responders.

About The Role: The system administrator will perform professional information technology work installing, configuring, and maintaining critical systems and applications for computer aided dispatch (CAD) and voice recording systems utilized by the Sumner County Emergency Communications Center; maintain and repair routine issues with hardware and software; troubleshoot, install, and repair user issues, desktop hardware and software, network infrastructure, including components, switches, routers, and servers. Administer firewalls and internal network security, maintain existing anti-spam and antivirus systems. The system administrator will ensure that the underlying infrastructure platforms provide industry leading stability, reliability, high performance, and security.

The system administrator will work with both ECC and ECD directors to ensure all network and infrastructure development, design, implementation, capacity, planning and decisions are met for the 9-1-1 system in Sumner County.

Responsibilities:

- Performs routine to complex setup, installation, and configuration of the computer aided dispatch (CAD) and voice recording systems

to include new software releases and upgrades; implementations, configurations, and tests related CAD applications.

- Troubleshoots and resolves routine to complex problems with servers, databases, emergency communications applications, and user hardware and software; works with vendors to resolve issues, when appropriate. Installs and repairs desktop hardware and software; sets up new user accounts in Active Directory.
- Monitors and modifies database configurations; maintains database indexing; and performs refresh of development and training databases.
- Implements security measures to protect data and applications; maintains security and user profiles for applications; adds and removes users, when necessary.
- Performs backup and recovery operations for servers and databases and assists with capacity planning for the CAD and voice recording systems.
- Consults with users to identify existing system problems or new business requirements then evaluates and recommends various software and hardware solutions to meet user needs. Assists with researching, recommending, implementing, and testing new functionality and configuration changes.
- Perform diagnostic analysis of the network system, identify possible faulty devices, troubleshoot faulty modules, troubleshoot network problems and outages and prepare necessary documentation detailing actions taken.
- Maintain strict confidentiality of all data.
- Develop long-term plans for upgrading and replacing the current infrastructure and hardware.
- Manage multiple network devices and devices connected to the network, such as computers, printers, mobile computers, customer premises equipment (CPE), and network operating systems.
- Research and resolve network problems caused by failed equipment, network connections, and software failures.
- Ensure network stability and optimal performance through maintenance and monitoring schedules, including testing of network devices and connectivity.
- Implement and support network access security, including network security, firewall, encryption, and intrusion detection for cyber-security threats.
- Maintain remote monitoring systems and keep track of the use of resources provided to the employees and the end users.
- Assists with geographic information systems functions such as addressing, mapping, and uploading of data to CAD.
- Plans, implements, manages, and monitors the Sumner County ECD and Sumner County ECC websites; responds to and troubleshoots all website issues; identifies and responds to all website security breaches; collaborates with ECD and ECC management and creates content that aligns with the agencies' strategy.
- Performs other related duties as assigned or requested.

**Candidate
Requirements:**

- Proven experience in a system administrator role.
- Knowledge of Next Generational 911 solutions and standards.
- Excellent knowledge of best practices around management, control, and monitoring of server infrastructure.

- Customer service orientated and interacts in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.
- Excellent written and verbal communication skills with the ability to present complex technical information in a clear and concise manner to a variety of audiences.
- Experience with Meraki firewalls, Switches, and Internet virtual private networks, remote implementation, troubleshooting, and problem resolution is desired.
- Ability to work independently under minimal supervision.
- Familiarity with Veeam backup and recovery software and methodologies.
- Great at organizing, prioritizing and multitasking.
- Strong analytical problem-solving skills.
- Exceptional time management skills with the ability to direct multiple projects simultaneously.
- Fortinet experience would be advantageous.
- Previous experience of SolarWinds is a plus.
- Experience with vSphere and ESXi environments is required.
- Provides on-call / afterhours support when assigned or requested.
- Working knowledge of IIS and Server Certificate renewal process.
- Microsoft SQL experience is a plus.
- Experience writing Batch Scripts is a plus.
- Must pass TBI Background Check
- Ability to secure CJIS compliance certificate
- Bachelor's degree in information technology, Computer Science, Information Systems, or 7-10 years related experience installing, configuring, and maintaining emergency communications systems and applications, or an acceptable combination of education and experience.