



TRAVERSE CITY
LIGHT & POWER

JOB POSTING

Traverse City Light & Power

Announcement No. 19-006LP

June 4, 2019

SYSTEM ADMINISTRATOR

Traverse City Light & Power (TCL&P), a municipally owned electric utility in Traverse City, Michigan, is seeking a qualified System Administrator in our IT Department. TCL&P has been providing safe and reliable electricity to the residents and businesses of Traverse City, a Northern Michigan community, for over 100 years. The utility serves approximately 12,500 customers within a service area of approximately 20 square miles.

This position reports to the Manager of Telecommunications & Technology and manages end user hardware devices, installs and updates software applications and provides technical support to end users on hardware and application problems. This position will also assist in maintaining and supporting the utility's computer and network infrastructure along with performing a variety of evaluation, maintenance, installation, and training tasks to ensure performance meets Utility and user requirements.

Educational requirements include a Bachelor's degree in Computer Science or related field. A combination of education and experience may be considered in lieu of a degree. Experience requirements include a minimum of five years working as a System Administrator or equivalent.

Salary range is \$67,841 - \$88,193 dependent on education and experience with a competitive benefits package that includes health, dental and vision insurance, a defined benefit pension plan as well as a 10% employer contribution to a 457 deferred compensation plan.

A detailed job description and additional minimum qualifications can be viewed at <http://www.tclp.org/Page/Careers>. Residency requirement: 20-mile radius from nearest City limit within six (6) months of hire. Please submit resume, cover letter and three professional references to TCL&P Human Resources, 1131 Hastings, Traverse City, MI 49686 or via email to kschroeder@tclp.org by **Friday, June 21, 2019**. TCL&P is an Equal Opportunity Employer.

TRAVERSE CITY LIGHT & POWER JOB DESCRIPTION

SYSTEM ADMINISTRATOR

Supervised By: Manager of Telecommunications & Technology
Supervises: No supervisory responsibility
Status: Exempt

Position Summary:

Under the general supervision of the Manager of Telecommunications & Technology, manages end user hardware devices, installs and updates software applications and provides technical support to end users on hardware and application problems. This position will also assist in maintaining and supporting the utility's computer and network infrastructure along with performing a variety of evaluation, maintenance, installation, and training tasks to ensure performance meets Utility and user requirements.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Responsible for the development and maintenance of back-up systems to safeguard utility data from corruption or failures.
2. Responsible for configuration and implementation of Office 365 and associated applications including SharePoint, Teams, Skype, Exchange, Security Center, Azure Active Directory, OneDrive, PowerApps, Dynamics 365, Flow, and others.
3. Performs or assists the Supervisor with the installation and configuration of: LAN, WAN, WIFI, PBX/VOIP, DNS, DHCP, Active Directory, Datacenter, Virtualization, SAN, Servers, Firewalls, File Permissions, Camera System, Security Systems, and Communication Systems.
4. Develops and conducts various training programs for system users to improve user skills, productivity, and accuracy. Educates and informs staff on security issues and common security protection methods.
5. Learns and performs GIS items, including but not limited to: mapping, data entry, map creation, and data collection methods.
6. Required to learn and fully understand applications, and their configurations, to be able to provide in-depth support as well as implement necessary changes to maximize business usage and efforts.

7. Provides help desk support to all end users.
8. Installs, configures and maintains personal computers, workstations, and other related equipment. Keeping end-user hardware and software up to date and secure.
9. Provides technical support for all utility printers, copiers, and other devices as required.
10. Recommends, schedules and performs software and hardware improvements, upgrades, updates, patches and reconfigurations.
11. Responds and investigates user issues, identifies the source and determines, tests, implements and documents the solutions.
12. Keeps abreast of changes in the electric utility industry through attendance at conferences and meetings, contacts with other professionals, reading literature and participating in professional organizations.
13. Performs other duties as assigned.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Educational requirements include a Bachelor's degree in Computer Science or related field. A combination of education and experience that provides the knowledge, skills and abilities necessary to successfully perform the duties of the position may be considered in lieu of a degree.
- Must have a minimum of five years working as a System Administrator or equivalent position.
- Experience in Microsoft Hyper-V, Hypervisors, Virtualization, Firewalls, Office 365, Exchange, large scale network management, Vlans, server management and PC imaging technologies (ImageX, DISM, Diskpart, Sysprep, etc.) preferred.
- Certifications in MCP, MCSE, A+, CCNA, and/or CCNP are desirable
- Knowledge of network and server systems, Cisco devices, Windows Server, Active Directory and server monitoring, backup software, virtualization, service packs, patches and system analysis.
- State of Michigan Vehicle Operator's License.
- Ability to work evenings and weekends onsite or via remote access in response to the needs of the system is required.

- Proven analytical and problem-solving skills.
- Knowledge of applicable data privacy practices and laws is necessary.
- Ability to critically assess situations solves problems, maintain confidentiality and work effectively under stress within deadlines and with changes in work priorities.
- Ability to communicate effectively in a technical and non-technical level both orally and in writing.
- Demonstrated ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, contractors, other public utility professionals, customers and the public.
- In addition to the above-mentioned requirements, this position requires the ability to read, write, speak and understand the English language as necessary for the position; the ability to follow written and oral instruction; and be physically and mentally able to perform the essential duties of their position. Regular, consistent and predictable attendance is also required.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 frequently required to stand, walk, sit, use hands and fingers, talk and hear. The employee must be able to squat, stoop or kneel. The employee must occasionally lift and/or move items of light to moderate weight. The employee is regularly required to communicate in person and by telephone, read regular and small print, sit, use limited mobility in an office setting, use manual dexterity to type and enter data, and use sight to read and prepare documents and reports.

While performing the duties of this job, the employee regularly works both indoors and outdoors and regularly drives a motor vehicle between work sites. The employee may work near moving mechanical equipment and have the potential threat of electric shock. The noise level in the work environment varies from quiet to loud.

Employee Signature

Date

TCL&P HR

Date