

## JOB DESCRIPTION

**JOB TITLE: RMS SYSTEM ADMINISTRATOR**

**DEPARTMENT:** Technical Services

**REPORTS TO:** RMS Program Manager

**Exempt position, EEO cat 3**

**SUMMARY:**

As part of South Sound 911, and under the direction of the Records Management System (RMS) Program Manager, this exempt level, technical, analytical and customer-oriented position provides technical expertise to clients for potential information technologies. This position provides advice and assistance in RMS connectivity, maintenance and training while also ensuring the security and configuration of this critical public safety system. This position supports the planning and development of information technology services to South Sound 911 and its user agencies. Work is applied to complex situations, is primarily intellectual in nature and results in creative and varied solutions.

**ESSENTIAL FUNCTIONS:**

RMS System Administrators have advanced understanding of current information technologies, especially with RMS systems and applications, as well as a structured development environment, the technical skill to work with current technological tools and perform advanced problem solving independently, and facilitate teamwork and company morale when managing projects while developing effective working relationships with peers, senior staff and customers.

Utilize operating system software features that control user and group account privileges.

Install software, recommend and configure workstations and ensure proper configurations.

Test and troubleshoot RMS system upgrades.

Troubleshoot and analyze complaints and errors of system performance, submit and track trouble tickets and reach successful solutions.

Implement strategic plan strategies for communication systems group.

Develop an extensive knowledge of customers' businesses while building expertise and technical knowledge among customers.

Follow through with customer and senior staff service requests using all South Sound 911 standards and practices.

Provide leadership and training to customers and staff in developing South Sound 911 information technology standards and practices.

Proactively develop and maintain integrated technology solutions on multiple computing platforms. Research current advancements in information technology to build expertise among colleagues.

**QUALIFICATIONS:**

A Bachelor's degree in computer science or related field preferred, or an equivalent combination to: Six years of increasingly responsible information technology experience, preferably with Records Management Systems or closely related systems.

**KNOWLEDGE AND EXPECTATIONS:**

Fluent use of the English language.

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, fax machine, and phone system.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

Be reliable, dependable and report for work on a consistent basis. Effectively use independent judgment and initiative to appropriately solicit the expertise of colleagues.

Possess technical skill to work with current technological tools and perform advanced problem solving independently.

Coordinate staff, resources, and customers for the RMS system.

Design automated software systems.

Facilitate teamwork and a customer service orientation when managing projects while developing effective working relationships with peers, senior staff and customers.

Analyze RMS problems and effect prompt recovery.

Maintain accuracy of all RMS database information and system performance.

Interact with customer and employees to gather information about an existing problem or desired functionality within a technical system that the South Sound 911 supports.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

A valid Washington State driver's license may be required.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this 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 regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**WORKING ENVIRONMENT:**

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis. Provide twenty-four (24) hour, seven (7) day a week remote availability for the emergency diagnosis of critical RMS related problems.

**MACHINES/TOOLS/EQUIPMENT/WORK AIDS:**

Personal computer, duplication machines, telephone, and printers.

**POTENTIAL HAZARDS:**

The hazards are consistent within an office environment.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION**

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling & Pushing	25 lbs.
Walking	10% of time	Lifting	25lbs.
Sitting	80% of time	Carrying	25lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

**ADDITIONAL COMMENTS:**

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Laura Lakowske, Recruiting Coordinator

REVIEWED BY: Tim Hannah, Assistant Director, Tech Services

DATE: 11/2/2020

Revised: