

### **JOB OPPORTUNITY**

We are looking for an accountable individual with excellent diagnostic skills who is a strong critical thinker to join our growing team!  
Resumes will be accepted **until the position is filled.**

**JOB TITLE:** SENIOR SYSTEMS ADMINISTRATOR  
**CLASSIFICATION:** EXEMPT  
**GRADE:** GRADE 6 (\$84,864 - \$114,816 annually)  
**DEPARTMENT:** INFORMATION SERVICES  
**REPORTS TO:** INFORMATION SYSTEMS SUPERVISOR  
**LOCATION:** BRECKSVILLE (HYBRID)

**About the Role:** Under general direction, the purpose of the Senior Systems Administrator is to provide technical leadership and expertise to ensure that the Agency's Information Systems are available, operating efficiently, secure, configured appropriately, and can be recovered in a timely manner in the event of a failure. Secondary responsibilities include serving in a backup technical role for Information Systems Supervisor by providing technical leadership and oversight of the operation of the Agency's information systems and work assignments for the Agency's Systems Administrator(s) and/or contractor(s).

**About RITA:** The mission of the Regional Income Tax Agency ("RITA") is to provide Ohio cities and villages with a high quality, cost effective municipal tax collection service. We are guided in our work by our vision to be the best and top choice for municipal tax collection in Ohio.

RITA is an OPERS employer that offers low monthly premiums for health benefits for employees, spouses and dependents with no monthly cost for dental and vision coverage. The Agency makes bi-annual contributions to employees' Health Savings Accounts. Additional benefits include paid vacation and paid sick leave, including for mental health, along with 3 personal days provided on the anniversary of the employee's hire date. The initial 3 personal days are provided upon successful completion of the 180-day Introductory Period and then again at the second anniversary and each anniversary thereafter. Employees also have access to an employee assistance program.

**Work Environment:** You will be assigned to work primarily out of RITA's Brecksville office, with the opportunity to work a blended schedule, meaning some days in the office, some days working from home. Our dress when in the office is professionally casual – jeans are welcome. We thrive on collaborative work, and we are best as a team with each person doing their part.

### **EXAMPLES OF ESSENTIAL FUNCTIONS**

1. Designs, implements and maintains the Agency's Information Systems architecture through the planning and implementation of projects to remediate issues or enhance/upgrade the capability of the Agency's Information Systems.
2. Leads the development and maintenance of IT Business Continuity and Disaster Recovery strategy for the Agency's Information systems.
3. Develops business case justifications and cost/benefit analyses for IT spending and initiatives that

maintain or enhance the Agency's Information Systems. This includes authoring request for proposals (RFPs) for procuring new technology as needed. Ensures hardware and software maintenance and support agreements are in place for all Information Systems and any related supporting equipment.

4. Develops and implements all functional policies and procedures relating to Information Systems, including those for architecture standards, purchasing, system baselines, service provisioning and proper maintenance.
5. Develops and publishes requests for proposals as needed for major security and technology purchases.
6. Identifies and ensures competitive pricing and alternative solutions for Agency Information Systems.
7. Manages the deployment, monitoring, maintenance, upgrade, and support of Agency Information Systems using deployment and design techniques that support or enhance the Agency's goals.
8. Establishes and maintains regular written and in-person communication with the Agency's department heads and end users regarding pertinent activities.
9. Performs as a technical lead for IS Department and lower level Systems Administrators by providing technical training/knowledge transfer sessions to facilitate growth.
10. Provides input and recommends changes to department staffing levels.
11. Provides technical input for job performance reviews for lower level systems administrators in the unit.
12. Works closely with the Security Team and IT Security Administrators to ensure Agency Information Systems are secure and align with Agency security policies, risk levels and strategy.
13. Assists the Help Desk Supervisor and the Help Desk team to design, install, administer, maintain and optimize the Agency's End-user Environment. End-user Environment includes but is not limited to the hardware and software for all desktop/laptop platforms both physical and virtual, telephones, directly attached peripherals and any related equipment.
14. Provides after Hours On/Call support for production Information System issues.
15. Performs other related work as assigned.

This is not necessarily an all-inclusive list of job-related responsibilities, duties, skills, efforts, requirements or working conditions. While this is intended to be an accurate reflection of the current job, the Agency reserves the right to revise the job or to require that other or different tasks be performed as assigned.

**About You:** Bachelor's degree in information technology or closely related field; supplemented by 7-10 years of hands on experience in medium to large networks or 7-10 years' experience in information security administration; or equivalent knowledge and experience in the following:

- Expert level experience administrating network firewalls, internet web filtering\classification, e-mail filtering and anti-virus software.
- Working technical knowledge of network and host-based intrusion detection and prevention systems, vulnerability identification and scanning software and security event management and correlation software.
- Expert level understanding of the vulnerabilities associated with TCP/IP and other network and application protocols and vulnerabilities effecting the Microsoft Windows operating system.
- Expert level and demonstrated experience in server, storage, network and desktop (both physical and virtual) architecture and design.
- Strong technical leadership skills and the ability to lead with a high-level of integrity.
- Extensive experience in enterprise technical and security architecture design and documentation.

- Extensive experience in developing and testing Business Continuity Plans and Disaster Recovery Plans.
- Extensive experience in mentoring a staff of 2 to 10 individuals across multiple technical disciplines.
- Strong working knowledge of deploying, maintaining and supporting custom developed and vendor provided software applications, network switches and routers, Agency data centers, servers, PCs, operating systems, DDOS protection, IDS/IPS protection, firewalls, security alarm and access control systems for Agency facilities and contracted professional services.
- Strong knowledge of configuration management processes for building, deploying and troubleshooting communication issues for applications developed in Microsoft .NET and Java programming languages.
- Proven experience in IT infrastructure.
- Strong understanding of project management principles and practices including Agile Scrum.

**Physical Requirements:** The individual assigned to this position must be able to complete all physical requirements of the job, with or without a reasonable accommodation, which include, but are not limited to the following:

- Must be able to remain in a stationary position 75% of the time.
- Must be able to occasionally move to different locations inside the office.
- Constantly operates a computer to complete assigned work.
- Ability to learn and apply technical material.
- Occasionally moves computing equipment weighing up to 50 pounds.
- Ability to accurately communicate with others in the Department and throughout the Agency.

**How to Apply:** Please submit your resume to [RITAJobs@ritaohio.com](mailto:RITAJobs@ritaohio.com). Resumes will be accepted until the position is filled. Only qualified individuals being considered will be contacted for an interview.

*The Regional Income Tax Agency (Agency) is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel decisions are merit-based and applied without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or other protected characteristic. In compliance with the Americans with Disabilities Act, the Agency will seek to provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Agency.*