Human Resources
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Systems Administrator Lead (IT Services Manager)

JOB CODE	JOB FAMILY	PROFILE
JCP427	**Information Technology**	**Systems Administrator Lead (IT Services Manager)**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$72,093.00 - $111,738.00**	**November 5, 2026**

The Systems Administrator Lead works closely with the County Enterprise Architects on design, implementations, enhancements and deployment tasks. Provides training and support for System Administrators. Mentors junior staff related to best practices, documentation, diligence, communication and industry standards. Assists with the coordination and scheduling of system maintenance and daily tasks. Responsible for the monitoring and support of virtual and physical environment. Responsible for reporting and resolving issues; collaborates with the Enterprise Architects when necessary. Performs advanced tasks, responsibilities, enhancements and deployments.

Job Description

DUTIES AND RESPONSIBILITIES

- Mentors and provides leadership for System Administrators, professional and technical.
- Analyzes, plans, determines requirements, designs, builds, customizes, tests, implements, maintains and/or enhances a variety of hardware and software systems.
- Provides professional customer support for system-related software and/or hardware issues, needs, or requirements; interacts with clients to analyze system requirements; recommends technology solutions to improve operations.
- Prepares technical documentation, procedural plans, reports, correspondence and other documents.

- Serves as a client interface on assigned technology projects which are small to medium in size, and require limited staff and resources; reviews recommendations with clients and receives approval to proceed; coordinates project activities with vendors and internal technology staff; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details; ensures compliance with County specifications and drives resolution of project related issues; monitors project budget and scope to ensure they remain within agreed upon parameters; reviews final outcomes with clients to obtain sign off that all work has been conducted in accordance with client requirements.
- Provides after-hours systems support as assigned.
- Participates in committees and task forces; attends meetings, conferences and training sessions.
- Builds, installs, configures, maintains and administers server platforms and operating system components for client/server systems.
- Maintains physical and virtual servers.
- Assists with the development and integration of new tools for compliance, monitoring and control.
- Performs system administration tasks such as installing, updating, maintaining and administering various operating systems on single or multiple platforms; maintains the integrity of network structures at the direction of the Enterprise Architects and Manager.
- Tests and installs critical upgrades and security patches; develops and tests backup and restoration procedures.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- Bachelor's Degree in Computer Science, Information Systems, or related field, and
- four (4) years of increasingly responsible work experience in performing system analysis and administration functions.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.

- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Work is typically performed in an indoor office environment but occasionally requires travel to other locations.
- Work environments may include noise, dust and/or unpleasant odors, and may occasionally require work in confined spaces.
- Occasional evenings, holidays, and/or weekend work may be required.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes a telephone, a computer keyboard, a printer, a photocopy machine, a facsimile machine, and a calculator.
- Materials and products handled in the course of performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.