Position: IT Systems Administrator   **Division:** Technology
Employment Type: Full-time, non-supervisory
Exempt Status: Non-Exempt   **Revised:** 01/23/2026

Summary:

Under the direct supervisor of the Technology Manager, the IT Systems Administrator is responsible for the administration, configuration, maintenance, monitoring, and security of the agency's information technology infrastructure supporting a 24/7 public safety communications environment. This position ensures reliable operation, availability, performance, and security of servers, networks, virtualization platforms, storage systems, and applications.

Essential Duties & Responsibilities:
- Maintain and troubleshoot enterprise technology systems including servers, storage, virtualization platforms, network devices, firewalls, and backup systems.
- Diagnose and resolve complex system, network, and application performance issues and outages.
- Monitor system and network security events; investigate anomalies and coordinate response and remediation as appropriate.
- Assist with the deployment, configuration, and documentation of new systems, networks (LAN/WAN), and security architecture.
- Maintain, update, and run a variety of records and reports produced from Computer Aided Dispatch (CAD), network monitoring and system utilization applications, and network security applications.
- Perform system upgrades, patching, backups, and disaster recovery testing in accordance with agency policies and best practices.
- Collaborate with internal staff, vendors, and partners to align technology solutions with operational and business needs.
- Maintain technical documentation, network diagrams, configuration standards, and operational procedures.
- Participate in on-call rotations or after-hours support as required to support a 24/7 emergency communications environment.
- Perform related duties as assigned.

Qualifications:
   Education:
- Associate's degree in information technology, Computer Science, or a related field preferred, or an equivalent combination of education, training, and experience.

   Experience:
- Minimum of three (3) years of experience in information technology systems administration, network engineering, or a related field.
- Experience in enterprise server environments, virtualization platforms, storage systems, and network infrastructure is required. Experience in public safety or mission-critical environments is preferred.

   License / Certification:
- Possession of a valid driver's license.
- Relevant technical certifications (such as VMware, Microsoft, Cisco, or security certifications) are preferred but not required.

Security and Background Requirements

- Must have no felony convictions.
- Subject to an extensive criminal history and background investigation in accordance with Illinois standards.

Working Conditions & Physical Requirements:

This position primarily works in an office and technical environment supporting a 24/7/365 Emergency Communications Center. Standard work hours are Monday through Friday, 8:00 a.m. to 4:30 p.m., but may vary based on operational needs, projects, system maintenance, emergencies, or on-call assignments. Occasional evening, weekend, or holiday work may be required.

This position requires the ability to sit, stand, walk, bend, reach, and perform repetitive hand and finger movements. Occasional lifting of equipment weighing up to 50 pounds may be required. Vision, hearing, and speaking are required for computer use, telephone communications, and in-person interactions.

Equal Employment Opportunity:

LakeComm is an Equal Opportunity Employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, or any other protected status.

Disclaimer:
This job description is intended to describe the general nature and level of work performed. It is not an exhaustive list of duties or responsibilities and does not constitute an employment agreement. Duties and requirements may be modified to meet organizational needs.