

Senior Applications & Systems Administrator



**Regional
Transportation
Authority**

The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications to fill the position of **Senior Applications & Systems Administrator**.

Under the direction of the Division Manager, Engineering & Technology/PMO, the Applications and Systems Manager's role is to manage the operations and maintenance of existing RTA software applications and their corresponding computing and networking environments. The position will also support the design, development, and implementation, of new software applications.

Responsibilities include but are not limited to:

1. Ensure that applications meet business requirements and systems goals, fulfill end-user requirements, and identify and resolve systems issues
2. Define, develop, test, analyze, and maintain new software applications and/or enhancements to existing applications in support of the achievement of business requirements.
3. Provide support for SharePoint Office 365 environment.
4. Provide administration, maintenance, and support of the RTA ARCGIS environment.
5. Recommend, schedule, and perform application enhancements, upgrades, maintenance, and support.
6. Install, monitor, maintain, and performance tune databases to ensure the integrity and availability of data.
7. Troubleshoot and resolve applications and software issues submitted by external and internal users. Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.
8. Manage Amazon Web Services (AWS) instances and RTA virtual machines supporting specific applications, respectively, including applications, database, and web servers and their associated operating systems and software
9. Install and configure access and security solutions, including RDP, firewall, anti-virus, and intrusion detection systems for the AWS instances
10. Perform system backups and recovery of the AWS instances
11. Monitor and test system performance and provide performance statistics and reports
12. Perform preventative maintenance, including the installation of service packs, patches, and hot fixes.

Knowledge, skills, and abilities equivalent to a Bachelor's Degree in Computer Science, or a related field, or equivalent work experience. A minimum of five (5) years' experience managing applications and administering supporting computer and network systems. Demonstrated proficiency in the following:

- In-depth, hands-on knowledge of and experience with enterprise applications.
- Working technical experience with designing, building, installing, configuring, and supporting database servers, including Oracle 11g and SQL Server, as well as AWS Relational Database Servers (RDS) instances.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Proven server level experience and knowledge of MS 2008 & 2012, Apache, Linux, and the development, staging production (DSP) model.
- Proven dba level experience and knowledge of MySQL, MSSQL, and Oracle.
- Proven ArcGIS server, network, and application administration experience.
- Broad knowledge of programming languages and techniques, including .NET.
- Able to develop and interpret technical documentation for training and end user procedures.
- Knowledge of trends in technology relating to software applications.
- Experience with building and maintaining databases for query and problem tracking.
- Good understanding of the organization's goals and objectives.
- Advanced ability in successfully managing complex, enterprise-wide IT programs
- Advanced understanding and ability to successfully manage complex program and project budgets
- Advanced ability in mitigating risk and implementing contingency plans

An Equal Employment Opportunity/Affirmative Action Employer

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- Strong knowledge of software licensing and IT contract language.
- Must have the ability to negotiate with vendors to obtain accurate and fair pricing.
- Ability to analyze, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
- Knowledgeable in asset life-cycle processes and procedures
- Basic understanding of Active Directory, DHCP, and DNS

Demonstrated abilities in the following:

- Highly self-motivated and directed; ability to absorb new ideas and concepts quickly; and good analytical and problem-solving abilities. Strong customer service focus.
- Ability to effectively prioritize and execute tasks in a high-pressure environment and highly organized, flexible and detail orientated. Have the ability to work both independently and in a team-oriented collaborative environment.
- Ability to conduct research into software development and delivery concepts, as well as technical application issues; and the ability to present ideas in business-friendly and user-friendly language.
- Excellent written, oral, interpersonal, and presentational skills with the ability to explain problems and solutions clearly to end-users in non-technical terms and have the ability to work calmly and professionally.

Work is performed in a normal office environment except that server computer room may be cooler than a normal office. Work involves periodic lifting and moving of computer equipment weighing up to 50 pounds as required to install, remove items for service or inventory equipment. This position requires periodic after hours and weekend duty.

The RTA offers a competitive compensation and benefits package. The RTA reimburses for travel at the federal rate for mileage reimbursement. Relocation is not available. For more information about the RTA, visit our website at www.rtachicago.com.

Please submit a cover letter, resume and salary history to:

Regional Transportation Authority
Human Resources, Attn: 15-SASA
175 W. Jackson, Suite 1650
Chicago, IL 60604

[Apply online](#)