



City of Missoula Systems Administrator

SALARY	\$31.05 - \$36.58 Hourly \$64,584.00 - \$76,086.40 Annually	LOCATION	Missoula, Montana
JOB TYPE	Regular, Full-Time	JOB NUMBER	00705
DEPARTMENT	Central Services	DIVISION	Information Technologies
OPENING DATE	05/18/2026	CLOSING DATE	6/7/2026 11:59 PM Mountain

Overview

Keep the City of Missoula connected and secure.

Join a team that powers progress. As a **Systems Administrator** with the City, you'll play a vital role in keeping our digital infrastructure strong, secure, and responsive to the needs of our growing community. From managing cloud platforms and server environments to bolstering cybersecurity and supporting citywide IT operations, your work will make a daily impact.

Grow your career while making a difference.

This role offers more than just technical challenges—it's a chance to grow within a formal career ladder while collaborating with a forward-thinking IT team. You'll be at the forefront of smart solutions, leveraging AI-powered tools and cloud technologies to streamline operations, safeguard information, and improve how city services are delivered.

Where innovation meets service.

Whether you're fine-tuning firewalls, responding to incidents, or deploying secure systems, your contributions will help build a more resilient city. We're looking for someone who's as committed to technical excellence as they are to public service—someone who thrives on solving complex problems, working with diverse teams, and staying one step ahead in a constantly evolving field.

Screening of applications will begin on **Monday, June 8, 2026**. It is in your best interest to apply before this date.

To Apply: All applicants must submit a **City of Missoula application AND a Cover Letter** explaining your interest in this position and detailing how your experience and education meet the qualifications.

Failure to attach the cover letter will result in your application being incomplete, and therefore, not reviewed by the hiring manager.

Resumes will not be reviewed. All details should be entered on the application.

Starting Pay:

New hires start within our entry-to-market range, depending on experience and qualifications.

The starting range for the position is \$31.05 - \$34.51/hour and will increase each year for longevity and cost of living adjustments.

This position is part of a formal Career Ladder. Complexity of assigned duties and responsibilities will depend upon the current career ladder level.

*****The full pay range for each career ladder is below and will increase each year for longevity and cost of living adjustments.***

Career Ladder I - \$31.05 - \$36.58/hour

Career Ladder II - \$32.95 - \$39.24/hour

Career Ladder III - \$34.95 - \$42.10/hour

Essential Functions

- Provide system management by running system updates, monitoring security and vulnerabilities, evaluating threats, recommending and developing protocols, etc.
- Assist with configuration and support of the City's cloud infrastructure.
- Assist with the administration of Active Directory, including group policy and user account onboarding and offboarding.
- Conduct research, perform assessments, investigate, and report on incidents; collaborate to resolve issues and fix security vulnerabilities; recommend solutions and improvements.
- Provide system support through consultation, remediation, and incident response.
- Manage server backup and endpoint protection software and systems.
- Receive, respond to, and log all incoming support requests in the IT ticket system to ensure operational standards and accurate and complete documentation.
- Utilize and help evaluate AI-powered solutions to improve solution research, system administration, workflow automation, and documentation; monitor outputs to ensure accuracy and compliance with city policies.
- Manage deployment of server and client operating systems and software, including updates, security patches, maintenance, and troubleshooting.
- Provide support to the Network Manager with daily network operations, administration, and system management, including scheduling and prioritizing tasks in conjunction with department goals.
- Proactively communicate work progress and any present or potential issues with the supervisor and designated others; provide suggestions for new or improved ways of addressing problems.
- Coordinate cybersecurity training, information/materials, and technical support for City employees, including specific tools and procedures.
- Assist in the implementation and improvement of the IT department's business continuity plan.
- Maintain records of system updates, maintenance, and activity; develop procedure manuals and various other documentation.
- Collaborate with other IT staff, clients, and contracted support and support Help Desk Specialists.
- Deploy and configure endpoints, including client firewalls, virtual private networks (VPNs), anti-virus, anti-malware, etc.
- Perform other duties as assigned, based on training and qualifications.

Knowledge, Skills and Abilities

- Knowledge of server hardware, software, operating systems, client devices, and applications with the ability to provide support with deployment, configuration, and administration of systems.
- Knowledge of IP networking, subnets, and VLANs needed to run server infrastructure, including VPNs, remote access, and internet protocols.
- Knowledge of system analysis, including the ability to determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Knowledge of data backup systems, including modern strategies and best practices.

- Skill in operating personal computers using standard or customized software applications, including troubleshooting and repairing computers, devices, software, and server problems.
- Skill in training novice, intermediate, and advanced users on various aspects of computer and network operations, including the ability to gauge a person's technical aptitude and communicate with them in an appropriate technical or non-technical language.
- Skill in communicating, in person and writing, with the proven ability to establish and maintain positive working relationships with diverse individuals.
- Skill in managing, administering, and implementing Windows server security, configuration of Windows domain controllers, including DNS, DHCP, and Active Directory, utilizing best practices in maintaining security and resilience of services.
- Skill in the administration of cloud-based infrastructure.
- Skill with AI-powered tools for document management and workflow optimization.
- Skill in researching, analyzing, and providing solutions to various complex problems.
- Ability to leverage scripting for efficiency of tasks and automation of routine work.
- Ability to employ best practices for security deployment, configuration, and administration of client devices, servers, and applications.
- Ability to learn various job-specific applications, software, and equipment for the purpose of providing support and maintenance to all City systems.
- Ability to understand and follow verbal and written policies, procedures, and instructions while working independently and as part of a team.
- Ability to adapt to challenges quickly and find remedies to system shutdowns or other serious software problems.
- Ability to provide problem-solving solutions to various situations with keen detail and accuracy and prioritize tasks with shifting priorities and timeline demands.
- Ability to maintain and exhibit integrity and discretion in handling confidential and sensitive information.
- Ability to learn City and departmental policies, procedures, and practices.

Working Conditions:

- Position requires the ability to lift and maneuver 50 lbs. or less.
- Position requires rotation of standby/on-call shifts to respond to emergencies outside regular hours.

Qualifications and Additional Application Materials

- Any combination of education and experience equivalent to two (2) years' experience with professional systems administration, operations, or another relevant field.
- Must be able to pass a criminal background investigation.
- Must have a valid Montana driver's license with a verified acceptable driving record, or the ability to obtain one within 60 days of hire.
- Microsoft, Palo Alto, and Cisco certifications, preferred.
- Experience with Microsoft Solutions and Powershell scripting, preferred.

The City of Missoula does not sponsor employment visas (e.g., F-1, H-1B, TM). Applicants must be authorized to work in the United States on a full-time basis at the time of application.

Employer

City of Missoula

Address

435 Ryman Street
 Human Resources
 Missoula, Montana, 59802

Phone

406-552-6130

Website

<https://www.ci.missoula.mt.us/>

Systems Administrator Supplemental Questionnaire

*QUESTION 1

Describe your experience administering Windows Server environments, including work with Active Directory, DNS, and DHCP. What types of issues have you resolved?

*QUESTION 2

Provide an example of troubleshooting a network infrastructure issue involving VLANs, subnetting, routing, or firewall rules. What steps did you take to identify and resolve the problem?

*QUESTION 3

Describe a security incident or vulnerability you have handled. What tools did you use and what actions did you take to remediate and prevent future issues?

*QUESTION 4

Tell us about a server or infrastructure project you led or co-led. What was your role, and how did you ensure a successful outcome?

*QUESTION 5

Describe a task or workflow you automated using PowerShell or another scripting tool. What was its purpose, and what was the result?

*QUESTION 6

Describe your experience administering cloud platforms such as Microsoft 365, Entra ID, Intune, or related services. What responsibilities did you manage, and what challenges have you resolved?

* Required Question