

SYSTEMS ADMINISTRATOR SENIOR SYSTEMS ADMINISTRATOR PRINCIPAL SYSTEMS ADMINISTRATOR

JOB PURPOSE AND SUMMARY

The Systems Administrator job family is responsible for supporting, troubleshooting, designing and implementing our Windows NT, Unix and MPE server systems. The work involves a high level of knowledge of operating systems and hardware related to each platform. The System Administrator also coordinates installations, replacements and upgrades of servers across the organization with operations staff, technical support staff and department users. The System Administrator works with the programmers to install updates and patches to the Operating Systems and programs.

CLASSIFICATION DISTINCTIONS

This three level job family encompasses those responsible for complex comprehensive systems administration, support and troubleshooting. The work is distinguished from the programmer job family in that the work involves considerable knowledge of the operating system involved and the hardware platform on which it is housed. Generally, the Systems Administrator is distinguished by the requirements for a complete understanding of Operating Systems and the hardware associated with each platform as opposed to the more singular focus of the systems with which the programmers operate.

The Principal level is responsible for the most complex systems and applies advanced knowledge about the Operating System internals, assigned system and related programs, leads project development, including team management and budget, designs and evaluates systems. The Senior level is expected to understand all aspects of system administration, backups, the programming language of the Operating System for the platform(s), schedule upgrades and understand workflow and user needs. The Senior level administrator must also possess the required knowledge to build, configure, load or restore a system from the ground up. Also required is the understanding and ability to configure the servers in a networked environment. At the entry level, incumbents troubleshoot, analyze and resolve system problems and usually work as a team with a principal level System Administrator.

ESSENTIAL JOB FUNCTIONS

- Responsibilities include, but are not limited to the following:
- Troubleshoot, analyze and resolve or facilitate resolution of system or application problems; collaborate with programmers in problem resolutions; be responsive to clients' requests.
- Maintain systems; analyze and provide performance tuning for system; keep the operating system current with releases and necessary system patches. Keep software current through adding and removing application resources, installing upgrades and understanding the security structure and reasoning behind levels of access.

- Fully understand and use system tools to monitor system operations; ensure system data integrity.
- Repair and/or recover systems through identifying failure causes, use system error logs and tools and use alternative recovery techniques.
- Develop and maintain appropriate system documentation; work with clients to insure that manuals are constructive and readable by the users. Formulate standards for system management.
- Provide technical and consulting leadership in system applications, programming and data process technology.
- Work with clients and IT management in developing long-range plans for systems development and system enhancements. Create and maintain a consultative relationship with management in order to advise and assist management with project direction.
- Work with hardware vendors to maintain appropriate level of support.
- Work with third party software tools vendors to provide appropriate level of support.
- Provide training and training materials for less tenured associates and develop their skill set as needed.
- Perform other duties as assigned.

QUALIFICATIONS

- Bachelor's degree in computer science or a related field and,
- Systems Administrator – This is the entry level System Administrator classification requiring three to five years technical support and/or programming experience and an understanding of the system and related applications.
- Senior Systems Administrator – At the senior level two to four years of systems administration experience at the equivalent of the entry level is required.
- Principal Systems Administrator – At the principal level, incumbents are expected to be fully independent and responsible for large, complex systems and four to six years applicable experience.

Any combination of experience and training that would provide the required knowledge and abilities is qualifying.

Knowledge of: Effective project management methods; principles of data processing and computer science; principles and techniques of complex database administration including programming and systems analysis; advanced technical knowledge in the area of assignment; operational characteristics of data processing equipment and peripherals; methods and procedures of computer software design, development, and maintenance; applicable programming languages; report preparation, research methods, and statistical principles; systems and services within a governmental entity.

Ability to: Coordinate and participate in systems analysis, design, and programming; coordinate, manage, and review the work of a diverse group of assigned project team members; analyze data and develop logical solutions to complex programming problems; continually learn and advance knowledge in new technologies; accurately identify and evaluate client software needs and

requirements; multi-task, demonstrate flexibility with shifting priorities and work under pressure and tight deadlines; develop and deliver clear and concise reports for intended audience; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed primarily in an office setting at computer terminals. Incumbents are expected to have the manual dexterity to manipulate keyboards and other computer hardware. Some telephone usage is involved in the work as much of the client contact is via phone. Incumbents must listen, speak, read and interpret information from written sources and on the computer. The incumbent may spend a significant amount of time retrieving information from the computer, requiring repetitive motions of the hand and wrist. The incumbent must have the ability to perform the following: walking, climbing stairs, bending, crouching, and lifting of objects up to 60 pounds. The incumbent must have the ability to carry a pager and/or a cell-phone as well as be on call on a 7/24-hour basis. The incumbent may be required to attend training that may involve air travel and hotel living accommodations up to several weeks a year.

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