

Title: Systems Administrator Class I, II, III
Grade Number: S12 – S15
Department: Information Technology
Union: No

This is a deep class series, which includes System Administrator I, System Administrator II, & Systems Administrator III positions.

GENERAL PURPOSE

Under general supervision or direction this position will be responsible for administration of systems and applications as assigned. This position will require the incumbent to install, configure, operate, manage, and/or maintain complex business applications and systems; provide customer support services to end users for the applications & systems; to diagnose, troubleshoot and resolve hardware / software problems in a networked environment in support of applications & systems; and to provide individual and / or group training to end users and team members; provide support & administration for specialized peripherals employed in systems; and perform related duties as required.

CLASS CHARACTERISTICS

The System Administrator is a deep classification with 3 levels that is intended to define a range of IT positions whose job functions center on highly specialized business systems and / or activities. The placement of any single position within this class is dependent on the degree of skills, autonomy and individual initiative required of the position.

There are three Systems Administrator levels (I, II, and III) in this class although an incumbent may be classed at any point along the continuum based on skills, experiences and duties.

Positions classified as System Administrator I are those that require direct supervision in exercising the essential duties and responsibilities.

Positions classified as Systems Administrator II possess the skills of the System Administrator I and are additionally characterized by moderate degree of independent operation. Schedules and performs new installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes systems to achieve optimum performance levels. Incumbents may delegate and oversee the work of others in the completion of specific tasks or projects.

Positions classified as System Administrator III possess the skills of the System Administrator I-II and require general direction in conducting all the activities related to system administration. Responsible for the most complex activities related to system administration.

SUPERVISION RECEIVED

All positions work under the direction of the Infrastructure Manager.

SUPERVISION EXERCISED

This position may exercise supervision over teams.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, virtualization,
- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure
- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions
- Responsible for capacity, storage planning, and database performance
- Strong communication skills; both written and spoken
- Performs any other duties required for the ongoing operation of the IT department.
- On-call application support may be required
- Provide quality and effective customer service with courtesy and understanding to our customers, citizens, and internal departments.

DESIRED MINIMUM QUALIFICATIONS

- 4 year college degree – Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience.
- 3- 8+ years relevant work experience
- System administration and IT certifications in Linux, Microsoft, Security, network or related are a plus
- Experience with scripting and automation tools
- Knowledge of system administration practices.
- Ability to communicate effectively, orally and in writing; ability to translate technical terminology into terms understandable to others.
- Ability to exercise ingenuity and inventiveness in problem solving; skill in applying procedures to improve organizational productivity and efficiency.
- Ability to establish and maintain effective working relationships with City officials, employees and vendor partners.

- Constructive team player
- Self motivated and driven
- Composed under pressure
- Willing and able to research, learn, and apply new approaches and technologies

TOOLS AND EQUIPMENT USED

This position requires intensive daily use of computers, phone, and other electronic devices.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is constantly required to sit and talk or hear. The employee is required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.