



Systems Administrator I

Salary Group: B16

Class Code: 0310

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
SYSTEMS ADMINISTRATOR I	0310	B16	\$34,918 - \$55,130
SYSTEMS ADMINISTRATOR II	0311	B18	\$39,521 - \$64,449
SYSTEMS ADMINISTRATOR III	0312	B20	\$45,158 - \$73,788
SYSTEMS ADMINISTRATOR IV	0313	B22	\$51,614 - \$84,479
SYSTEMS ADMINISTRATOR V	0314	B24	\$59,004 - \$96,720
SYSTEMS ADMINISTRATOR VI	0315	B26	\$69,415 - \$117,397

GENERAL DESCRIPTION

Performs entry-level systems administration work. Work involves assisting with the upkeep, configuration, and reliable operation of systems. Installs and upgrades computer components and system software. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

DISTINGUISHING CHARACTERISTICS

The Systems Administrator job classification series is intended for employees that work directly with computer hardware and software, including installation, maintenance, and data recovery. Employees typically install and update software, manage an agency's servers, resolve problems with computer systems, evaluate and optimize a system for effective performance, add users to networks, manage desktop and mobile equipment, and provide routine automation. In contrast, employees in the Systems Analyst job classification series help agencies use computer technology effectively and efficiently by devising new ways to improve functionality to existing systems or networks and implement new systems. Those employees develop and implement solutions to complex applications problems, perform systems management and integration, improve existing systems, and review system capabilities, workflow, and schedule limitations.

EXAMPLES OF WORK PERFORMED

Performs troubleshooting support of systems hardware, software, and networking issues.

Responds to incident and problem calls, and processes service requests and tasks.

Assists in determining system software or hardware needs required to configure or modify systems.

Assists with the preparation and maintenance of operating procedures for technical support, troubleshooting, maintenance, and innovative systems administration techniques.

Assists with the installation, configuration, maintenance, and administration of servers, operating systems, and applications.

Assists in performing systems software and hardware reviews.

May provide technical support and perform research for information technology systems processes associated with system software and hardware technology planning, development, implementation, security, and interfaces.

May assist with defining and managing the roles and access privileges of individual users and devices to a variety of applications to prevent unauthorized access.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in systems administration work. Graduation from an accredited four-year college or university with major coursework in computer science, management information systems, or a related field is generally preferred. Education and experience may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of systems administration; computer hardware and software configuration and troubleshooting; operating systems and applications; computer programming and architecture of scripting languages; and basic Internet security administration.

Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Ability to recognize, analyze, and resolve complex technical issues; to learn and use network management, administration, and other system administration tools; and to communicate effectively.

REGISTRATION, CERTIFICATION, OR LICENSURE

May require registration, certification, or licensure in a specialty area.