



# Systems Administrator II

Salary Group: B18

Class Code: 0311

<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
<b>SYSTEMS ADMINISTRATOR II</b>	<b>0311</b>	<b>B18</b>	<b>\$39,521 - \$64,449</b>
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 routine (journey-level) systems administration work. Work involves maintaining the upkeep, configuration, and reliable operation of systems. Installs and upgrades computer components and system software. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment.

## DISTINGUISHING CHARACTERISTICS

The Systems Administrator job classification series is intended for employees 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

Installs, configures, maintains, and administers servers, operating systems, and applications.

Supports operational, technical, and system requirements for the location, installation, operation, and maintenance of servers.

Analyzes, troubleshoots, and resolves system hardware, software, and networking issues.

Prepares and maintains operating procedures for technical support, troubleshooting, maintenance, and innovative systems administration techniques.

Assists in performing systems software and hardware reviews.

May determine system software or hardware needs required to configure or modify systems.

May define and manage the roles and access privileges of individual users and devices to a variety of applications to prevent unauthorized access.

May configure automation routines using scripting and other programming languages.

May assist with the analysis and evaluation of existing information technology systems processes associated with system software and hardware technology planning, development, implementation, security, and interfaces.

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 Internet security administration.

Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; solving problems; scheduling, testing, installing, and implementing system software; and troubleshooting computer systems.

Ability to recognize, analyze, and resolve complex technical issues; to analyze systems and procedures; to write and revise standards and procedures; to 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.