



# Systems Administrator V

Salary Group: B24

Class Code: 0314

<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
<b>SYSTEMS ADMINISTRATOR V</b>	<b>0314</b>	<b>B24</b>	<b>\$59,004 - \$96,720</b>
SYSTEMS ADMINISTRATOR VI	0315	B26	\$69,415 - \$117,397

## GENERAL DESCRIPTION

Performs advanced (senior-level) systems administration work. Work involves coordinating the upkeep, configuration, and reliable operation of systems. Installs and upgrades computer components and system software. May supervise the work of others. Works under minimal supervision, with considerable 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

Oversees and provides guidance in troubleshooting and solving complex problems related to system software and hardware incident and problem calls, and in the processing of service requests and tasks.

Coordinates projects that cross functional agency systems, and other state entities that require planning and scheduling during project development and implementation.

Coordinates studies and the preparation of reports that include study findings, recommendations, and instructions for proposed system implementations; formulates logical descriptions of problems; and devises and implements optimum solutions.

Coordinates the training of staff prior to the implementation of systems, and provides advice and guidance during the implementation process.

Coordinates and maintains the functionality of the systems environment, the implementation of technology solutions, the development of server upgrade plans and procedures, and the installation of operating systems.

Coordinates and/or develops operating procedures for technical support, troubleshooting, maintenance, and innovative systems administration techniques.

Develops, analyzes, and maintains system design procedures, system codes, test procedures, and quality standards.

Analyzes, troubleshoots, and resolves system hardware, software, and networking issues; and provides status reports to management.

Defines and manages the roles and access privileges of individual users and devices to a variety of applications to prevent unauthorized access.

Recommends to management systems technology solutions and enterprise-related hardware and software standards.

Assists in analyzing and defining agency disaster recovery responsibilities and procedures.

Assist with budget recommendations for operating systems, including the supporting hardware and software.

May supervise the work of others.

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; coordinating solutions to problems; developing or revising system configurations; scheduling, testing, installing, and implementing system software; and troubleshooting computer systems.

Ability to recognize, analyze, and resolve complex technical issues; to use network management, administration, and other system administration tools; to analyze systems and procedures; to write and revise standards and procedures; to communicate effectively; and to supervise the work of others.

**REGISTRATION, CERTIFICATION, OR LICENSURE**

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