# Systems Administrator

| CLASS TITLE | CLASS CODE | SALARY GROUP | SALARY RANGE |
|---|---|---|---|
| SYSTEMS ADMINISTRATOR I | 0310 | B17 | $39,976 - $61,399 |
| SYSTEMS ADMINISTRATOR II | 0311 | B19 | $45,244 - $72,408 |
| SYSTEMS ADMINISTRATOR III | 0312 | B21 | $51,278 - $82,901 |
| SYSTEMS ADMINISTRATOR IV | 0313 | B23 | $58,184 - $94,913 |
| SYSTEMS ADMINISTRATOR V | 0314 | B25 | $66,259 - $108,666 |
| SYSTEMS ADMINISTRATOR VI | 0315 | B27 | $80,174 - $135,594 |

## GENERAL DESCRIPTION

Performs systems administration work involving maintaining the configuration and operation, and reliability of systems and installing and upgrading computer components and system software.

## DISTINGUISHING CHARACTERISTICS

The Systems Administrator job classification series is intended for employees working 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 of 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.

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.

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

Performs related work as assigned.

# DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at level VI may also perform work listed within the previous levels.*

***Note****: Factors that may distinguish between entry and journey levels include the level of independence in performing the work and the complexity of the work and may include the years of related experience and certifications. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.*

**SYSTEMS ADMINISTRATOR I:** Performs entry-level systems administration work. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may have limited experience or no experience and spend the majority of their time performing simple to routine work following standard procedures.

**SYSTEMS ADMINISTRATOR II:** Performs routine (journey-level) systems administration work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard. Employees may also assist other staff in performing work of greater complexity.

**SYSTEMS ADMINISTRATOR III:** Performs complex (journey-level) systems administration work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous levels and may routinely assist other staff in performing work of greater complexity. Employees may:

- Maintain workstation/server data integrity by using appropriate software and hardware solutions along with implementing a schedule of backups for data archiving.
- Configure automation routines using scripting and other programming languages.
- Study existing information processing systems to evaluate effectiveness, and develop new systems to improve production or workflow as required.

***Note****: A senior-level employee (levels IV-VI) may serve in a lead or supervisory role; however, supervisory responsibilities within this job classification series will normally be found at levels V and VI.*

*A senior-level employee may perform the full range of work identified in the preceding levels and may coordinate, evaluate, or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the size and complexity of systems administration duties, and the employee's related experience, education, and certifications.*

**SYSTEMS ADMINISTRATOR IV:** Performs highly complex (senior-level) systems administration work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate, plan, and schedule the installation of or training for new or revised systems, and define business process requirements.
- Define and manage the roles and access privileges of individual network entities' users and devices within a variety of applications to prevent unauthorized access.

**SYSTEMS ADMINISTRATOR V:** Performs advanced (senior-level) systems administration work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may independently perform the most complex systems administration work and may:

- Oversee and provide 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.
- Coordinate studies and the preparation of reports that include study findings, recommendations, and instructions for proposed system implementations; formulate logical descriptions of problems; and devise and implement optimum solutions.
- Coordinate and maintain 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.
- Develop, analyze, and maintain system design procedures, system codes, test procedures, and quality standards.

**SYSTEMS ADMINISTRATOR VI:** Performs highly advanced and/or supervisory (senior-level) systems administration work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may be considered technical experts in the field and may:

- Oversee and/or design and implement new or revised methods that effectively meet agency needs.
- Oversee multiple projects occasionally, and/or some of the most complex system administration projects involving highly complex upkeep and configuration of computer components and systems software.

## GENERAL QUALIFICATION GUIDELINES

### EXPERIENCE AND EDUCATION

Experience and/or education in a field relevant to the work being performed. Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to be specific and meet the agency's business needs. Agencies also may substitute experience and education for one another, if appropriate and allowed by statute.

## KNOWLEDGE, SKILLS, AND ABILITIES

### For all levels

- 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 analyze systems and procedures; to use network management, administration, and other system administration tools; and to communicate effectively.

### Additional for Systems Administrator levels V-VI

- Ability to write and revise standards and procedures, and to oversee and/or supervise the work of others.

## REGISTRATION, CERTIFICATION, OR LICENSURE

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