

SYSTEMS ADMINISTRATOR I*

DISTINGUISHING FEATURES OF THE CLASS: This is technical and administrative work of a complex nature which involves a responsibility for overseeing the day-to-day operations of computer systems used by various departments. The work is performed under the supervision of a higher-level administrator and work guidance (e.g., lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees and provides technical and administrative support for day-to-day systems-related operations;
Receives and responds to user requests for information, system support or system reports;
Identifies system deficiencies and/or problems and develops solutions for same;
Provides technical support and guidance to staff of various departments;
Develops or modifies work processes related to automated systems as needed;
Administers testing of new applications, features and/or upgrades;
Prepares and maintains comprehensive documentation with respect to system operations, system training, and problem solving;
Conducts training for users on system modifications.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of computer systems administration, including troubleshooting and systems development; good knowledge of network administration; good knowledge of computer system software used in the processing of data for various departments**;
ability to understand and interpret complex written material; ability to prepare written material; ability to train computer system users; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree or higher and three (3) years of experience in systems administration, network administration, computer system support***, computer training***, systems analysis, programming or any combination thereof, at least one year of which must have included the use of software packages involving payroll, personnel, benefits, finance, or purchasing (e.g. Peoplesoft) as a primary function of the job, or
2. An Associate's degree or equivalent college credits (minimum of sixty (60) credits) and five (5) years of experience in systems administration, network administration, computer systems support***, computer training***, systems analysis, programming, or any combination thereof, at least three (3) years of which must have included the use of software packages involving payroll, personnel, benefits, finance, purchasing (e. g. Peoplesoft), as a primary function of the job.

NOTES:

- a. A Bachelor's degree in Computer Science, Management Information Systems or Business Administration that included a minimum of twelve (12) credits in Computer Science, Management Information Systems or comparable curriculum may be substituted for two (2) years of the experience indicated in 1. above.
- b. Additional years of the experience described in 1. above may be substituted for the Bachelor's degree on a year-for-year basis, up to four (4) years.

(over)

*This reflects a retitling of Systems Administrator (MIS) and Systems Administrator.

**Knowledge of systems development, troubleshooting and computer software as it pertains to the agency's/departments functions to be demonstrated during the probationary period.

***Qualifying system computer support and/or training experience must have substantially involved technical, professional, supervisory, or managerial work on database platforms (e.g., Oracle, Microsoft SQL Server, Sybase, Unix, etc.) and/or Financial, HRMS or Supply Chain Management software (e.g., Peoplesoft, SAP, AMS Advantage).