

## **SYSTEMS ADMINISTRATOR II\***

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical and administrative work involving responsibility for overseeing and providing technical and administrative support for computer system-related operations in various departments. This position is distinguished from that of a Systems Administrator I in the complexity of assignments and the exercise of independent judgment. The work is performed under the general direction of a higher-level administrator, and supervision is provided to a small number of employees. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Oversees and provides technical and administrative support for day-to-day systems-related operations; Analyzes and resolves problems related to specific software applications used by various departments; Oversees and participates in the testing of new applications, features and/or upgrades; Develops, designs and writes complex computer programs, in accordance with user needs; Evaluates and recommends vendor packages; Reviews files, reports, legal and service-related requirements, etc. to resolve problems and improve systems; Designs and modifies UNIX scripts; Prepares instructions for the guidance of computer operations and system users. Develops and designs information flow, system controls, data files, reports, etc.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the principles and practices of computer systems administration, including troubleshooting and systems development; thorough knowledge of network administration; thorough knowledge of computer system software used in processing 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 four (4) years of experience in systems administration, network administration, computer system support\*\*, computer training\*\*, systems analysis, programming, or any combination thereof, at least two years 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 six (6) years of experience in systems administration, network administration, computer systems support\*\*, computer training\*\*, systems analysis, programming, or any combination thereof, at least four (4) 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 required experience indicated in 1. above.

(over)

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.

**PROMOTION:** One (1) year of permanent status as a Systems Administrator I.

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

\*\*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).