

SENIOR SYSTEM ADMINISTRATOR

DEFINITION

The Senior System Administrator performs advanced analysis, design, implementation, and system management duties, in one or more of the series tracks, for complex computer configurations; acquires and customizes electronic equipment and software as necessary to implement systems and support use of information technology; assumes responsibility for ongoing support of existing systems; coordinates projects; and performs related duties as required.

The tracks for this classification series are:

Systems Infrastructure	Provides for enhancement and ongoing technical support of server based computer systems or services.
Client Support	Supports end user client computers and peripherals.

CLASS CHARACTERISTICS

There are varying levels of complexity connected with the work in this series. Complexity levels relate to the tasks (the work being done) and are based on the factors that influence those particular tasks. These factors include the size, scope and criticality of the environment, the diversity of systems, degree of independence, available guidelines, etc.

This is the advanced-level class in the Information Technology Specialist (ITS) series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, knowledge, experience, and complexity. Positions in this class are often assigned responsibility for project coordination. Positions in this class will specialize in complex areas of technology and their integrations with other systems and/or services.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management personnel and may receive functional and technical supervision from assigned professional personnel.

EXAMPLES OF DUTIES – Duties may include, but are not limited to the following:

- Provides customer service
- Researches complex network technology products and services, prepares procurement specifications, and evaluates vendor proposals.
- Performs network technology design and capacity planning.

- Plans and schedules installations considering timing, version compatibility and other factors. Installations typically involve products new to the industry or significant changes, such as overall system hardware upgrades or those that require creative network tuning.
- Analyzes system performance and addresses performance problems. Evaluates costs, specifications, and organizational policies to recommend system performance tuning.
- Performs administration of network technology products and services including establishment of proper access control functions.
- Performs diagnosis and resolution of network technology products and services problems.
- Performs necessary support activities outside scheduled work hours as needed to minimize computer systems, outages during critical periods.
- Shares on-call duties with other staff members and responds in a timely manner 24 hours per day when problems arise.
- Develop, implement and maintain policies, procedures and associated training plans for network resource administration, appropriate use, and disaster recovery.
- Establish service level agreements or memorandum of understanding with users.
- Coordinates large important projects.
- Facilitate group processes including meeting electronic or verbal communications.
- Maintains and improves technical knowledge and customer support skills.
- Tracks network technology trends and recommends future directions and standards.
- Shares knowledge and information with management, customers, and co-workers via written and verbal reports, presentations, training, and informal communication.
- May schedule, assign, coordinate, monitor, and review the work of assigned staff.

MINIMUM QUALIFICATIONS (All Tracks)

Knowledge of

- Customer service practices.
- Structure and capabilities of networks, network protocols, firewalls, and other miscellaneous network security systems.
- Purposes and internal functioning of computer and network equipment and software components.
- Data collection techniques, feasibility study methods and cost/benefit analysis procedures.
- System performance monitoring and tuning techniques.
- Data communications and distributed computing concepts.
- Data integrity and access control considerations.
- Data storage concepts and management.
- Software development and customization methods.
- Change control and quality assurance processes.
- Principles of project management.
- Technology purchasing procedures.

- Techniques for facilitating group processes including meetings and electronic collaboration.
- Principles of functional and technical supervision.

Ability to

- Develop and maintain effective working relationships with customers, co-workers, managers, vendors, and suppliers.
- Participate harmoniously on teams formed to accomplish projects and provide ongoing support.
- Convey technical information simply and clearly, both in speech and in writing.
- Develop technical processes and procedures
- Quickly understand complex network technical matters and apply technical knowledge in the development of general solutions.
- Acquire new network skills and continually update existing skills.
- Maintain awareness of current technology and future technological trends.
- Coordinate a workload that includes multiple assigned tasks.
- Use common personal software products including email, word processing, and spreadsheets.
- Develop command language scripts and small programs to automate and customize system processes.
- Diagnose and resolve complex technical problems.
- Plan and coordinate large, complex projects.
- Plan, coordinate, and document information technology architectures.

Systems Infrastructure Track

Knowledge of

- Development of standard configuration for server technology.
- Integration of application software onto server technology.
- Resolving advanced server technology configuration conflicts.
- Researching, integrating and administering server support tools.
- Designing and developing automated methods for server deployment
- Server data storage and services.
- Server access control and security functions.
- Server system monitoring and performance management.

Client Support Track

Knowledge of

- Development of standard configurations for end user technology.
- Integration of software onto end user technology devices

- Resolving advanced end user technology configuration conflicts.
- Researching, integrating and administering client support tools.
- Designing and developing automated methods for product deployment
- End user technology access control and security functions.
- End user technology monitoring and performance management.

EXPERIENCE AND TRAINING (All Tracks)

Training

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science or a related field.

Experience

- Four years of increasingly responsible system network analyst experience.
- An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Special Requirements

- If required to drive, must be in possession of a valid driver's license at time of application, and a valid Oregon Driver's license by the time of appointment.
- Security Clearance - These positions require a criminal background investigation and, as a condition of employment, security clearance to have and be able to maintain access to the Area Information Records System (AIRS) and/or the Law Enforcement Data Systems (LEDS).