



Career Service Authority

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Associate Information Technology Systems Administrator

GENERAL STATEMENT OF CLASS DUTIES

Performs standard level professional information technology work installing and configuring operating system hardware and software and user application software; maintains and repairs routine to complex problems with system hardware and software.

DISTINGUISHING CHARACTERISTICS

The Associate IT System Administrator is distinguished from the *Staff IT System Administrator*, which performs entry level professional information technology (IT) work installing and configuring operating system hardware and software and user application software; assists with the maintenance and repair of routine problems with system hardware and software.

The Associate IT System Administrator is also distinguished from the *Senior IT System Administrator*, which performs full performance professional information technology work planning and coordinating the installation and configuration of operating system hardware and software and user application software; maintaining and repairing complex problems, typically related to system failures, with system hardware and software; and modifying operating system hardware and software to increase performance and meet technical design requirements.

Finally, the Associate IT System Administrator is distinguished from the *IT System Architect*, which performs full performance information technology work in the planning, designing, developing, and monitoring of information systems utilized within an agency or throughout the city. Additionally, the IT System Architect possess knowledge, skills, and abilities in highly specialized areas (such as Windows, UNIX, Telecommunications, Data Network, and/or Storage Area Network), which provides strong support for the planning, designing, and developing functions performed by the position.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Performs routine to complex setup, installation, and configuration of the operating system (including hardware and software), new software releases, and upgrades.

Creates and manages user directories and files on the server platforms.

Monitors, tunes, diagnoses, and resolves routine to complex operating system, application, and database problems.

Troubleshoots, maintains, and repairs routine to complex problems with hardware, operating systems, security, and data protection.

Performs backup and recovery operations and assists with capacity planning for a specific data system.

Develops, tests, and implements routine to complex scripts to automate common functions or system operations.

Consults with users to identify existing system problems then evaluates and recommends various software and hardware solutions to meet user needs.

Develops, maintains, and publishes routine to complex custom reports.

Consults with users to identify new business requirements then evaluates and recommends software and/or hardware solutions to meet user needs.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Customer Service – Works with clients and customers (that is, any individuals who use or receive the service or products that your work unit produces, including general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to provided quality products and services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; related well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Decision Making – Makes sound, well informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Self Management – Sets well defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Problem Solving – Identifies problems; determine accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deal with ambiguity.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Technology Application – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self learning and development.

Knowledge of data processing hardware, monitors, operating system software, application programming and system configuration sufficient to be able to perform the duties related to the work assignment.

Knowledge of current networking and computer trends and technology.

Knowledge of database function and design sufficient to be able to implement network databases.

Knowledge of network system hardware, network operating system software, data communications equipment and user-oriented application software packages sufficient to be able to troubleshoot and solve problems.

Knowledge of data processing sufficient to be able to review program specification, design programs, and write or modify code.

Knowledge of database structures and report writing methods and tools.

Knowledge of specifications, uses, and types of computer or computer related equipment.

Knowledge of electronic circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Knowledge of computer network, desktop, server, and mainframe operating systems and their applications.

Physical Demands:

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Repetitive motions: making frequent movements with a part of the body.

Working Environment:

Work is primarily performed in an office setting and frequently at other locations for meetings.

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Education Requirement:

Bachelor degree in Computer Science, Information Systems, Business Administration, Mathematics or a directly related field.

Experience Requirement:

Two years of professional Information Technology experience maintaining, implementing, and modifying information technology systems or work processing operations including system hardware and software.

Education/Experience Equivalency:

Bachelor degree in an unrelated field plus 30 semester hours or course work in Information Technology will substitute for the educational requirement.

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

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Licensure and/or Certification:

By position, requires a valid driver's license.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 01/01/1999

ESTABLISHED BY: Don Braden

REVISED DATE: 02/15/2009

REVISED BY: Melissa Fisher

CLASS HISTORY: 2/2009: The class spec was put into new format; the General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated.