



Career Service Authority

Staff Information Technology  
Systems Administrator

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### GENERAL STATEMENT OF CLASS DUTIES

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.

### DISTINGUISHING CHARACTERISTICS

The Staff IT System Administrator is distinguished from the *Associate IT System Administrator*, which 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.

The Staff 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 Staff 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:***

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

### ***Level of Supervision Received and Quality Review:***

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

***Level of Supervision Exercised:***

None

**ESSENTIAL DUTIES**

Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.

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

Monitors, diagnoses, and resolves common operating system problems.

Assists with the troubleshooting, maintenance, repair of hardware, operating systems, and application software.

Assists with backup and recovery operations for a specific data system.

Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.

Assists with the development, maintenance, and publishing of custom user reports.

Performs other related duties as assigned or requested.

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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.

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**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.

**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.

**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.

**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.

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

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

**Self Esteem** – Believes in own self worth; maintains a positive view of staff and displays a professional image.

Knowledge of 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 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 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:***

None

***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:*** Non-exempt

***ESTABLISHED DATE:*** 01/01/1999

***ESTABLISHED BY:*** Don Braden

***REVISED DATE:*** 02/15/2009

**REVISED BY:** Melissa Fisher

**CLASS HISTORY:** 10/2002: The class spec was revised to correlate with classes developed as part of a study of non-exempt information technology classes.  
2/2009: The General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated.