	CLASS SPECIFICATION	Class Code:	15831
		Date Est:	05/2006
		Last Rev:	10/2015
		Last Title Chg:	
		FLSA:	Non-exempt
		Probation:	12 Months

TECHNOLOGY SYSTEMS ADMINISTRATOR I

DEFINITION

Under general supervision, performs system administration duties involving installation, maintenance and upgrading of operating systems and commercial application software for the County's file, database, e-mail, web and application servers and Storage Area Network; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

An associate's degree in computer information systems or a closely related field and two years of full-time experience providing support for a complex computer infrastructure system; OR an equivalent combination of education and experience. A bachelor's degree from an accredited college or university in computer information systems or a closely related field may substitute for the required experience.

LICENSE OR CERTIFICATE

NA

DISTINGUISHING CHARACTERISTICS

The Technology System Administrator I is the entry level in the class series. It is distinguished from the Technology System Administrator II, which is the journeyman level, by the latter being responsible for the full range of System Administration duties including system analysis and design and working with greater independence. This is the entry-level class in the Technology System Administrator class series that provides for progression to the next level in the series after twelve months and upon meeting the requirements of the class and recommendation of the appointing authority.

SUPERVISION EXERCISED

None.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Install, configure and maintain server hardware platforms, enterprise storage systems, and virtual server systems.

Install, configure, and maintain server operating systems on both physical and virtual platforms.

Build, configure, install, and maintain file, web, e-mail, database, and other large server-based applications.

Administer user's system accounts; update and maintain names, logins, passwords, access authorizations, shared directories, permissions and assigned systems; maintain and configure county directory services and system policies.

Maintain user's accounts on the County's e-mail system; analyze and troubleshoot e-mail problems concerning file allotment and sending and receiving of e-mails; analyze and report problems involving viruses, spam, malware, unauthorized e-mail, and possible e-mail fraud.

Manage patching of servers; research, test and identify compatibility problems with existing software of latest patches when they are released.

Schedule, verify, and maintain enterprise-wide data backups for users and databases; restore lost or corrupted data and files as required.

Monitor servers for abnormal performance, failures, or unauthorized access to minimize downtime or serious loss of data.

Analyze, troubleshoot, and maintain server systems to ensure inter-connectivity with other governmental agencies and ensure offsite access in emergencies.

Assist in developing specifications for new software packages including physical hardware, operating systems and projected costs; assist in evaluation and testing of new technology and present recommendations to meet current and future county needs.

Write, test, and document scripting and programming languages used to improve administration of web, file server, databases and applications.

Perform administrative duties and assigned tasks including reports, time keeping, and documentation.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:
Departmental and countywide policies and procedures.

Functions and applications of County computer hardware and software.

Multiple commercial and open source server operating systems.

Implementation of virtualization technology.

Computer security.

Principles and practices of general management, supervision, work organization, and training.

Ability to:
Develop and make effective presentations using visual aids and other communication tools.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:
Principles and practices of information technology utilization and systems management.

Equipment used in the installation, maintenance, and repair of computer systems, networks, and components.

Current industry standards and product availability in hardware and software.

Networking systems.

Familiarity with commercial or open source server operating system.

PC, server, and networking devices.

Ability to:
Evaluate options, develop alternatives, and justify recommendations.

Analyze problems and develop solutions as a series of logical steps.

Maintain awareness of current technology, trends and practices of the trade.

Read and understand diagrams of network systems.

Participate in division projects related to assigned responsibilities.

Communicate effectively, both orally and in writing; communicate and participate in a team environment.

Maintain effective working relationships with staff, representatives of other departments and agencies.

SPECIAL REQUIREMENTS
Essential duties require the following physical skills and work environment.

Ability to lift up to 50 pounds. Ability to sit for extended periods. Ability to frequently stand, walk, stoop, and kneel. Ability to use data processing and associated equipment. Ability to work in an environment with controlled temperatures.

This class specification is used for classification, recruitment and examination purposes. It is not considered a substitute for work performance standards.