SENIOR SYSTEMS ADMINISTRATOR

Code No. 3-20-073
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a senior technical position responsible for overseeing and participating in the installation, support, and maintenance of computer systems and servers. In addition, this position is also responsible for planning and coordinating the installation, testing, operation, troubleshooting, and maintenance of hardware and software systems, including desktop personal computers, servers, network equipment, and software applications for a municipality or school district. Duties involve the creation and management of user accounts across all applications, ensuring proper system back-up procedures and security measures are in place, and light scripting and programming. The position acts as a problem solver and is expected to diagnose and correct problems quickly and accurately. The Systems Administrator will also manage the hardware configurations and changes to standard models and configuration. This position differs from Systems Administrator in that it's responsible for coordinating system solutions with users up through the management chain, the overall design of new computer systems and software, playing a greater role in the decision making process of system implementation and staff supervision. The employee reports directly to and works under the general supervision of an administrative level staff member. Direct supervision is exercised over a technical staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Develops, plans, and implements various computer systems including desktop personal computers, servers, network equipment, and software applications;

Collects and reviews computer system data for capacity, performance, and planning purposes;

Coordinates with appropriate management personnel with implementing changes;

Analyzes data and develops capacity and performance recommendation for appropriate level organization-wide systems;

Performs routine audits of desktop and laptop computers to plan for hardware and software upgrades;

Works with various departments and/or schools to understand requirements to develop and implement the most effective solutions;

Supervises user account management and works with data owners to develop appropriate access privileges for the network and major applications;

Reviews personnel reports in order to update access privileges or deactivates accounts that are no longer required;

Monitors, plans, and coordinates the distribution of client/server software and service packs;

Develops software packages to remotely update computer software on multiple computers connected to the network;

Develops procedures for installation, use, and troubleshooting of computer hardware and software, analyzing system logs and identifying potential issues with computer systems;

Coordinates changes with help desk staff;

Works with users to identify new technology requirements and identify solutions;

Oversees the testing and evaluation of solutions, and participates in final purchasing decisions;

Oversees the organization and inventory of all hardware and software resources;

Oversees the maintenance of databases for both hardware and software, including all help desk calls and their resolutions;

Oversees the development of security procedures;

Supervises the System Administrator staff, and provides in-house training to technician and help desk staff;

Conducts computer investigations for appropriate authorities by tracking websites visited and/or illegal program or document downloads, which would be a violation of the usual use policy.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the concepts of developing, planning, and implementing solutions for desktop personal computers, servers, network equipment, and software applications; thorough knowledge of planning for computer system capacity and performance; thorough knowledge of the development of security procedures and user account management; thorough knowledge of planning and coordinating the distribution of client/server software and service packs; thorough knowledge of software packages used to remotely update computer software; good knowledge of the process for performing routine audits to plan for hardware and software upgrades; problem solving skills; ability to coordinate, plan, and implement software updates and service packs; ability to install, use, and troubleshoot computer hardware and software; ability to analyze system logs and identify issues; ability to test and evaluate hardware and software and determine efficiency, reliability, and compatibility with existing systems; ability to identify new technology requirements and identify solutions; ability to maintain database reports; supervisory ability; ability to track websites visited, and identify illegally downloaded programs or documents; ability to communicate both orally and in writing; ability to pay attention to detail; analytical ability; organizational ability; good judgement; creativity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus EITHER:

(A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science, Information Technology, or any Information Technology related field, plus six (6) years of paid full-time or its part-time equivalent experience in Systems Administration*; OR,

(B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree as defined in (A) above, plus four (4) years paid full time or its part time equivalent experience in Systems Administration*; OR,

(C) Eight (8) years of paid full-time or its part-time equivalent experience in Systems Administration*; OR,

(D) An equivalent combination of education and experience as defined by the limits of (A), (B), or (C) above.

*For the purpose of these minimum qualifications, systems administration is defined as work that involves planning and coordinating the installation, testing, operation, troubleshooting, and maintenance of hardware and software systems.

SPECIAL REQUIREMENTS:
If you are appointed, you will be required to possess a valid license to operate a vehicle in NYS, or otherwise demonstrate your ability to meet the transportation needs of the position.

ADOPTED: January 26, 2010

ADDITIONAL INFORMATION:
Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

Candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.