

## **METRO**

### **Classification Description**

**Title:** Systems Administrator II

**Bargaining Unit:** AFSCME 3580

**Job Code:** 0067

**Established:** November 2001

**Pay Range:** 17

**Revised:** 2007

**FLSA Status:** Exempt – Professional, Computer

#### **Classification Summary:**

Provide intermediate support for the organization and/or agency to ensure effective utilization and proper management of network operations. This is the second level in the four-level Systems Administrator job classification series.

#### **Supervision Received:**

Supervision is received from the Program Supervisor. May receive lead direction from Systems Administrator IV, and/or project assignments from Systems Administrator III.

#### **Supervision Exercised:**

None

#### **Distinguishing Features:**

This is the second and intermediate level of the Systems Administrator job classification series. Employees in this classification are considered professionals in the field of network operations. It is distinguished from the Systems Administrator I in that the Systems Administrator II classification assumes specific responsibility for resolving common problems in the network operating systems, servers, network infrastructure, etc. It is distinguished from the Systems Administrator III in that the III level is responsible for resolving more complex problems that may be the result of two or more variables, or are less frequent in practice. The Systems Administrator III may also be responsible for acquisition (bids, requests for proposals, etc), whereas the Systems Administrator II will participate in the process, but not be responsible for the outcome and recommendation.

#### **Essential Functions:**

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks that an employee may be expected to perform.

1. Monitors network operations under supervision of a higher level Systems Administrator.
2. Troubleshoots problems and ensures that installed network is operating efficiently.

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3. Carries out preventative maintenance and back-up recovery activities.

**Secondary Functions:**

1. Performs other related duties as assigned.

**Job Specifications:**

1-3 years of related professional experience and a Bachelor's Degree; or any combination of experience and education that provides the applicant with the desired skills, knowledge, and ability required to perform the job.

**Knowledge, skills and Abilities:**

1. Has a solid understanding of and experience in the concepts, practices and procedures for trouble shooting and diagnostic testing of network issues including network operating systems (hardware and software)
2. Capable of training users in applications and fundamentals
3. Ability to do research on products and technologies
4. Ability to write basic documentation
5. Evaluates and/or recommends purchases
6. Familiarity with basic system administration tools and processes:
  - Boot/shutdown a server
  - Add/remove user accounts
  - Use backup programs
  - Maintain system database files (groups, aliases, etc.)
7. Ability to communicate effectively both orally and in writing
8. Fundamental understanding of an operating system
9. Understands configuration of mail systems, network operating systems, installation and configuration
10. Ability to administer a mid-sized site alone or assists in the administration of a larger site

**Advancement Criteria**

- Department Director must verify that there is a business need for incumbent to perform level III duties. Business need determines the opportunity – advancement is not guaranteed
- Incumbent is required to serve a minimum of one (1) year in the level II classification. However, three (3) years represents the typical amount of time needed for incumbent to fully demonstrate the ability to advance from the level II classification to the level III classification
- Incumbent must demonstrate the ability to perform all of the duties in the level III classification, as determined by the direct supervisor with the written approval of the department director

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- Incumbent must demonstrate a willingness to lead in their own professional development by taking on new challenges when they are identified and offered
- Incumbent must have completed all mandatory training through the Metro Human Resources Department (*Harassment & Discrimination Awareness*)
- Incumbent must have completed a Metro-approved Project Management course

### **Working Conditions:**

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Position requires continuous and/or frequent standing, walking, fingering, talking, and repetitive motions of hand/wrists, hearing, and handling. Also requires occasional stooping, crawling, reaching, feeling, and repetitive motions of feet, sitting, bending, kneeling and the ability to lift and/or carry up to 25 pounds.