

Systems Administrator

Issued 1/1/04

Systems Administrator I	PN319	Salary Sch: IP, SG 11	EEO Code: 50	FLSA: non-exempt
Systems Administrator II	PN327	Salary Sch: IP, SG 12	EEO Code: 50	FLSA: non-exempt
Systems Administrator - Senior	PN336	Salary Sch: IP, SG 13	EEO Code: 50	FLSA: non-exempt
Systems Administrator - Lead	PN342	Salary Sch: IP, SG 14	EEO Code: 50	FLSA: non-exempt
Union: P&A Union, Local 1979, UAW				

Basic Purpose:

Positions in the Systems Administrator job family are responsible for the ongoing monitoring, maintenance, and administration of distributed or networked systems which may range from a local area network to multiple LANs to large and complex enterprise-wide networks. Incumbents serve as the focal point or first-tier support for customers in their area and provide assistance including installing new equipment, providing customer training on desktop applications, solving operating problems, serving as a liaison with technical or vendor support, and coordinating projects for the unit. The focus of work is on the continual and efficient operation and use of their assigned system(s) and/or network(s).

Essential Functions:

The functions within the job family will vary by level and specific assignment but will include the following:

- Install, upgrade, repair, and/or modify local area network file servers; configure and connect customers, printers, and other devices to network servers;
- Monitor the assigned system and/or network to track operating efficiency and resolve potential problems before they occur;
- Maintain accurate and current records including statistical reports, inventories, technical documentation, User ID's, databases, and the like;
- Follow established procedures for backup and recovery and establish file structures as required;
- Provide first-tier support for the system by resolving operating problems and coordinating the resolution of more complex issues with IT or vendor support staff and by providing technical support for network applications;
- Install new or enhanced applications and/or hardware, assist in the installation of new networks, and evaluate and recommend hardware and software purchases for assigned unit;
- Provide training and assistance to customers in desktop applications or general network or system issues; and
- Serve as a primary liaison with internal IT or vendor staff and coordinate upgrades, enhancements, or additions to the assigned system or network.

Comments (Level Descriptions):

The Systems Administration job family has four levels:

Systems Administrator I

This is the *proficiency* level for incumbents with responsibility for providing routine network and desktop application support. Incumbents may have the responsibility for administering a small LAN or distributed system independently or may be a part of a team of system administrators for a larger and more complex network and customer group. Responsibilities include supporting network operations, maintaining records and security procedures, and providing first-tier assistance on common desktop applications. Customer support involves routine applications or problems where the incumbent is a resource on the technical aspects of an application, rather than on the actual information requirements. Incumbents are able to resolve common operating problems quickly and refer the unusual problems to a more experienced System Administrator, the vendor, or IT technical support.

Systems Administrator II

This is the *career* level for incumbents with responsibility for providing advanced network and desktop application support. Incumbents may have the responsibility for independently administering a mid-sized network or distributed system, typically a single platform with a few servers which serve customers in several different sites. Alternatively, they may be a part of a team of system administrators with responsibility for a subset of a very large and complex network or system often with users outside of the University. Incumbents have full responsibility for supporting assigned network operations and its users in all aspects of network operations and applications. They may also assist vendors or technical network design staff in installing new networks, implementing new software, and/or identifying needs for the future.

Systems Administrator - Senior

This is the *specialist* level for incumbents who are responsible for administering large and complex networks and supporting a wide range of customers. Systems may have more than one platform with several servers supporting customers in many locations which may be outside of the University. Incumbents have full responsibility for administering the network and may be supported by less senior systems administration staff or students. Incumbents at this level typically also serve as a Subject Matter Expert or second-tier support for their unit in several common network applications and are able to resolve the most complex operating and/or applications problems. They may have specific responsibility for maintaining a complex system or database application for their assigned unit. Alternatively, they may be the Subject Matter Expert for a network technology that is used in many areas of the University and serve as second-tier support for systems administrators in those departments or schools.

Systems Administrator - Lead

This is the *leadership* level for incumbents who are responsible for overall management and administration of large and complex networks through technical leadership and work direction of two or more career level systems administrators. Systems typically involve multiple platforms with a large number of servers supporting customers in many different sites which may be outside of the University. Incumbents are responsible for planning and making interfaces with other networks both within and outside of the University. They work closely with IT technical staff, management, and vendors to evaluate network efficiency and plan for future expansions or enhancements. Alternatively, they may be the Subject Matter Expert for a network technology that is used throughout the University and serve as third-tier support for other systems administrators. In this role, they are the key liaison with the vendor of the assigned network technology and are a University resource for technology planning.

Minimum Qualifications:

- Knowledge of network architecture including cabling systems, network interface software, network operating software, and related interfaces;
- Knowledge of common desktop software applications including word processing, spreadsheets, databases, and the like;
- Knowledge of common network administration tools and specialized network products including the specific network operating software for assigned area;
- Skill in diagnosing, analyzing, interpreting, and resolving operational problems;
- Ability to read technical documents, maintain accurate records, prioritize work, and analyze problems to develop effective solutions; and
- Ability to establish and maintain an effective working relationship with customers, vendors, and other technical staff.
- Demonstrated understanding of network architecture, operating systems, interfaces, and the like typically acquired through formal education or equivalent related experience and one to two years of experience working with a network;
- Demonstrated capabilities in the use of common desktop applications; and
- Demonstrated ability to work effectively with customers, vendors, and other technical staff.