

Classification Description



Title: Systems Administrator I
Department: Information Services
Job Code: 0062
Pay Grade: 19
FLSA Status: Exempt

Bargaining Unit: AFSCME 3580
Established: November 2011
Revised: 2/2012, 7/2024
EEO Category: Professionals

CLASSIFICATION DESCRIPTION

This position provides basic entry-level support for the organization and/or agency to ensure effective utilization and proper management of network operations.

DISTINGUISHING FEATURES

This is the first level in the four-level Systems Administrator job classification series. Employees in this classification are considered entry-level professionals in the field of network operations. Employees in this classification work within specific guidelines and policy direction provided from the daily oversight of the Supervisor or Lead.

DUTIES AND RESPONSIBILITIES

1. Works closely with higher-level network staff to troubleshoot network problems.
2. Diagnoses problems using network system tools and carries out repairs under close supervision.
3. Supports preventative maintenance and back-up activity.

It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
 - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
 - Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
 - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices and procedures.
 - Complies with Metro and Metro's visitor venues policies, procedures and

Classification Description

applicable work rules; applicable law and collective bargaining agreements as appropriate.

3. Performs assigned duties during an emergency situation.
4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Bachelor's degree and,
- 1 year of related professional experience or,
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

Knowledge, Skills and Abilities:

- Knowledge of fundamental concepts, practices and procedures for troubleshooting and diagnostic testing of network issues including network operating systems (hardware and software).
- Ability to communicate effectively both orally and in writing.
- Ability to apply Federal, State, local laws, regulations, and agency policies and procedures for respective field.
- Ability to use discretion with confidential and sensitive matters.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- Supervision is received from assigned Supervisor or Manager. May receive lead direction from Systems Administrator IV and/or assignments from Systems Administrator III.

SUPERVISION EXERCISED

- None.

TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING

- All standard office equipment including but not limited to computer and printer, fax machine and copy machines; computer software including MS based word-processing and spreadsheets.

Classification Description



WORK ENVIRONMENT

- Work is performed mostly in an office setting.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties.