

METRO Classification Description

Title: Systems Administrator II

Bargaining Unit: AFSCME 3580

Job Code: 0067

Established: November 2001

Pay Range: 17

Revised: August 2024

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 for Non-Recruitment Promotions:

For non-recruitment promotions within the Systems Administrator classifications, the following criteria apply:

1. **Department Director Verification:** The Department Director must verify that there is a business need for the incumbent's advancement. Advancement is not guaranteed and is subject to this verification.
2. **Minimum Service Requirement:**
 - a. Systems Administrator II: Incumbents must serve a minimum of one (1) year in the Systems Administrator I classification. Typically, three (3) years

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is needed to demonstrate the ability to advance from Systems Administrator I to Systems Administrator II.

- b. Systems Administrator III: Incumbents must serve a minimum of one (1) year in the Systems Administrator II classification.
 - c. Systems Administrator IV: Incumbents must serve a minimum of one (1) year in the Systems Administrator III classification.
 - d. Performance and Approval: Incumbents must demonstrate the ability to perform all duties of the next level classification as determined by their direct supervisor and with the written approval of the Department Director.
3. **Professional Development:** Incumbents must show a willingness to lead in their own professional development by taking on new challenges when identified and offered.
4. **Training and Certification:**
- Completion of all mandatory training through the Metro Human Resources Department, including Harassment & Discrimination Awareness.
 - Completion of a Metro-approved Project Management course.

Note: Employees advancing through an internal recruitment process are exempt from the years of service requirement in the lower classification. All other criteria for advancement remain applicable.

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.