

METRO
Classification Description

Title: Systems Administrator III

Bargaining Unit: AFSCME 3580

Job Code: 0070

Established: November 2001

Pay Range: 20

Revised: August 2024

FLSA Status: Exempt – Professional Computer

Classification Summary:

Provide advanced support for the organization and/or agency to ensure effective utilization and proper management of network operations. This is the third 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.

Supervision Exercised:

None

Distinguishing Features:

This is the third and senior level of the Systems Administrator job classification series. Employees in this classification are considered fully competent professionals in the field of network operations. Others view them as a resource of knowledge in the field within the department. It is distinguished from the Systems Administrator II in that this classification assumes specific responsibility for resolving more complex problems in the network operating systems, servers, network infrastructure, etc. It is distinguished from the Systems Administrator IV in that the IV level is responsible for resolving any network problem or performance issue, regardless of its origin. The Systems Administrator III can be responsible for the acquisition process (bids, requests for proposals, etc.) and recommendation, whereas the IV will direct the process and make purchase decisions when directed by the Program Supervisor.

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. Works closely with the Lead to solve advanced enterprise-wide support problems and infrastructure network problems.
2. Coordinates with the Lead, for the planning, installation, configuration, maintenance and upgrading of networks to ensure seamless integration solutions.

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3. Trains users in complex topics.

Secondary Functions:

1. Performs other related duties as assigned.

Job Specifications:

4-6 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. Possesses and applies a broad knowledge of principals, practices and procedures for trouble-shooting and diagnostic testing of network issues including operating systems
2. Typically working toward professional certification
3. Capable of writing purchase specifications and justifications
4. Evaluates and/or recommends purchases; has strong influence on the purchasing process
5. Understands configuration of mail systems, network operating systems, installation and configuration
6. Knowledge of the fundamentals of security
7. Solid understanding of operating system(s), device drivers, networking/distributed computing environments. Understands basic routing concepts
8. Ability to write basic scripts in some administrative language
9. Independent problem solver. Use of self-direction to resolve problems
10. Able to oversee large-scale projects and can lead the project assignments of other staff
11. Ability to communicate effectively both orally and in writing
12. Ability to administer a mid-sized site alone or assists in the administration of a larger site
13. Initiates some new responsibilities and helps to plan for the future of the site/network

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:**

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- a. Systems Administrator II: Incumbents must serve a minimum of one (1) year in the Systems Administrator I classification. Typically, three (3) years 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.