



## **LEAD SYSTEMS ADMINISTRATOR**

### **CHARACTERISTICS OF WORK:**

The positions in this job family are responsible for the on-going monitoring, maintenance, and administration of free-standing or networked systems. Systems range from stand-alone PC applications, to minicomputers, to Local Area Networks (LANs) with 100 or more users. Incumbents serve as the focal point or immediate help desk for clients in the area or facility supported. Incumbents also provide assistance ranging from installing new equipment, solving complex operating problems, and providing project coordination for implementation of new network and/or PC-based systems.

The Lead Systems Administrator is the leadership level where incumbents have a broad range of network (WAN, LAN) knowledge and experience. Incumbents work independently to manage large complex network systems requiring an understanding of multiple operating systems, hardware platforms and applications. Incumbents resolve complex operating problems and make on-going recommendations and changes to the system to ensure that Agency requirements and end-user objectives are being met. Incumbents in this role may also have formal or informal supervisory responsibility for a small group of systems administrators. Those in this role strive to continuously enhance the network to increase productivity and efficiency. Incumbents are viewed as a resource for other Systems Administrators outside of their particular agency.

### **EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Develops and maintains disaster recovery plan for the State or an individual agency.

Manages a large, complex LAN/WAN that encompasses multiple operating systems and platforms.

Resolves complex operating problems that may impact the integrity and security of the network environment.

Ensures the system meets the agency's business and technical requirements as well as end user objectives.

Enhances the productivity and efficiency of the network through the implementation of new upgrades and releases.

Manages other Systems Administrators in their day-to-day activities.

Performs related or similar duties as required or assigned.

### **COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a

successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

**PUBLIC SECTOR COMPETENCIES:**

**Integrity:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work. Meets deadlines. Work product is of a high quality. Follows through on assigned tasks until they are completed correctly. Takes ownership of tasks and duties.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meet and/or exceed the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers. Obtains first-hand customer information and uses it to improve projects and/or services.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward for state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards and mistakes. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourage and facilitates cooperation, pride, trust and group identity. Fosters commitment and team spirit. Works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork. Continuously evaluates, adapts, and copes effectively with change. Allows self and others to make mistakes and learns from those

mistakes. Adheres to high ethical standards.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross-cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict issues. Encourages others through positive reinforcement. Expresses facts and ideas both verbally and in writing in a clear, convincing and organized manner, helping others translate vision into action. Models appropriate behavior. Recognizes and develops potential in others; mentors. Builds constructive and effective relationships.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives nonverbal cues, such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information. Listens to others and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns as well as outcomes and progress throughout the course of an activity. Provides thorough and accurate information. Can accurately restate the opinions of others even when he/she disagrees.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills. Uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas. Is committed to and actively works to continuously improve himself/herself.

#### **MANAGEMENT COMPETENCIES:**

**Emotional Maturity:** Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions. Takes risks appropriate to one's level of responsibility. Acts as a settling influence in a crisis. Exhibits the ability to work through challenges and create opportunities.

**Macro-Oriented:** Exercises good judgment and makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise. Understands the effects of decisions on the organization and on other organizations.

Acts as a change agent by initiating and supporting change within the agency when necessary.

**Working Through Others:** Supports, motivates, and is an advocate for staff

Creates effective teams; shows a willingness to get work done through others. Clearly and comfortably delegates work, trusting and empowering others to perform. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

**Results Oriented:** Plans effectively to achieve or exceed goals, sets and meets deadlines.

Identifies, analyzes, and solves problems. Develops standards of performance and know what and how to measure.

**Resource Management:** Acquires, effectively and efficiently administers, and allocates human, financial, material, and information resources. Demonstrates ability to plan, prioritize, and organize.

**TECHNICAL COMPETENCIES:**

**Technical Proficiency:** The ability and willingness to exhibit competency in the technical areas needed to do a specific job.

Reads, comprehends, and correctly applies all rules, regulations, and policies applicable to work assignments. Performs work with a minimum amount of supervision in areas that are familiar. Prioritizes tasks/activities to fully support Agency/State priorities, constraints and needs. Identifies gaps that need to be addressed and does the needed work to ensure success of the overall team. Identifies all necessary resources and potential constraints before taking action. Seeks out challenging projects and assignments.

**Workflow Management:** The ability and willingness to perform work within defined specifications and timelines and to manage conflicting priorities.

Operates under specific time constraints and within specified deadlines. Effectively prioritizes tasks in order to meet deadlines. Works on appropriate priorities to get the job done. Balances customer needs with creating efficiencies and cost savings for the Agency/State. Provides technical knowledge and information to educate the customer so the problem can be prevented in the future and the customer becomes more self sufficient. Continuously updates and refines plans and processes based on new information and ideas. Sets an example by changing own work processes to improve performance.

**Problem Solving/Decision Making:** The ability and willingness cooperate with other employees in identifying and solving problems in order to effectively and efficiently complete assigned tasks

Exhibits ability to identify and address issues. Ensures that all problems encountered are addressed at the appropriate level and communicates all relevant information on a timely basis with accuracy and completeness. Exercises sound reasoning. Displays the ability and willingness to work with other offices or other divisions in order to collectively complete assigned tasks or problems as that arise. Persists in addressing customer problems despite obstacles by taking multiple actions. Understands own mistakes and learns from them so they are not repeated. Goes beyond merely collecting factual data by seeking others' opinions and perspectives to get at the root of an issue.

**Stakeholder Relations:** The ability and willingness to interact and communicate effectively with stakeholders.

Proactively provides stakeholders with proper information in an effort to reduce occurrences of future problems. Supports the agency mission and goals in all interactions with internal and external stakeholders. Acts as an advocate for agency policy. Actively solicits others' opinions and recommendations creating opportunities for two-way communication whenever possible. Takes into account how different people are likely to react and chooses the best method of communicating the message to each person. Takes direct and immediate steps to actively resolve conflicts within outside the team. Encourages others to take and experiment. Responds positively and constructively when others provide personal feedback and make suggestions regarding how to improve effectiveness.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following.**

1. Manages all problem resolution for the LAN/WAN environment.
2. Ensures the LAN/WAN supports the business mission of the agency.
3. Manages all aspects of the LAN/WAN environment including hardware, software, and personnel resources.
4. Provides a broad range of LAN/WAN knowledge and experience to successfully manage a complex network environment.
5. Maintains a high level of network knowledge and proficiency.

**MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**PHYSICAL REQUIREMENTS:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations are possible.

**Moderate Work:** May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Depth Perception:** Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

**Accommodation:** Ability to adjust focus.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with

hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

**EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

**Education:**

A Bachelor's Degree from an accredited four-year college or university in computer science, data processing, business information systems, or a related field;

**AND**

**Experience:**

Four (4) years of directly related experience in PC/LAN environments.

**OR**

**Education:**

An Associate's Degree in Applied Science in a Technical Program in an area of Information Technology approved by the IT Professional Development Committee,

**AND**

**Experience:**

Four (4) years of directly related experience in PC/LAN environments.

**OR**

**Education:**

An Associate's Degree from an accredited two-year college in computer science, data processing, business information systems, or a related field;

**AND**

**Experience:**

Six (6) years of directly related experience in PC/LAN environments.

**OR**

**Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

**Experience:**

Eight (8) years of directly related experience.

**Substitution Statement:**

Related education and directly related experience may be substituted on an equal basis.

Possession of an Institute for Certification of Computer Professionals (ICCP) Certificate based on successful completion may be substituted for one (1) year of the required experience (certificate must be attached).

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.

**Additional essential functions and behavioral anchors may be identified and included by the hiring agency.**