



SYSTEMS ADMINISTRATOR II

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.

Systems Administrator II is the career level where incumbents provide support to Agency end-users by answering questions regarding hardware and software problems and identifying and resolving problems of a basic procedural nature. Incumbents at this level are also developing an understanding of local area networks and other environments (e.g., Unisys, WAN, NOVELL) through on-going maintenance and monitoring of the network environment and maintaining user accounts, security, and electronic mail. The majority of their time is spent working on usual or re-occurring requests for service and problem resolution. Incumbents at this level are typically proficient in a variety of standard software applications, computer hardware trouble-shooting, and basic communication software. Incumbents at this level may also be responsible for administering PC-based database systems, complex application systems such as billing systems, network management systems, and others. Persons in this classification may function as the webmaster or LAN and/or host System Security Administrator.

EXAMPLES OF WORK:

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

Installs new or enhanced applications and/or hardware and assists in the installation of LANs.

Orders, installs, and upgrades hardware and software.

Follows established procedures for backup and recovery and establishes file structures.

Troubleshoots routine user operating problems and coordinates the resolution of more complex issues with senior technical staff.

Maintains user accounts and electronic mail.

Functions as System Security Administrator.

Administers complex applications systems and PC-based database systems.

Functions as webmaster for the enterprise.

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.

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. Stays abreast of new trends, systems, technologies to identify the best solutions for the Agency users. Understands the Agency's business and how IT can assist them in achieving their goals. Presents information in a clear, concise and accurate fashion that is relevant to the audience. Takes initiative and is proactive about staying current with the new approaches in tools, methods, or technologies in own technical discipline (by reading, talking to others, or experimenting with new approaches).

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. Uses multiple modes of communication to ensure that message is clear and unambiguous. Ensures that system users have the appropriate user manuals and formal/informal training necessary to work with the new/changed systems and/or applications. Takes initiative to help out other team members when they are falling behind on tasks.

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. Chooses between several possible courses of action by conducting pro/con comparisons or other means of analysis. Listens to customers and asks them probing questions to fully understand needs and expected results. Takes initiative when responsibility for solving problems belongs elsewhere and notifies those individuals of the problem and follows-up to ensure that it gets resolved. Takes on new roles and responsibilities in order to ensure that “customer” needs are met.

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. Is able to put aside personal agendas, issues, and preferences for the common good. Actively seeks feedback from respected peers, managers, or colleagues on a continuing basis. Shares own learning and knowledge with other team members and colleagues. Offers to help when others are in need of assistance on team goals and objectives (even if it is not one’s own).

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. Supports end users by identifying and resolving technical problems.
2. Installs and maintains hardware and software in a Local Area Network environment.
3. Handles routine and re-occurring requests for LAN services and problem resolution.
4. Handles agency security administration or website administration.

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 may be 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;

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.

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:

Two (2) years of directly related experience.

OR

Education:

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

AND

Experience:

Four (4) 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.