



SYSTEMS ADMINISTRATOR SUPERVISOR

DEPARTMENT: TECHNOLOGY SERVICES

Grade 51

CHARACTERISTICS OF THE CLASS:

Under the general direction of the Department Director, to supervise and direct a unit engaged in the administration of server hardware, software, operating systems, and security; and to do other work as required. To include the design, installation, configuration, optimization, maintenance, and support of host systems and may include database server administration and systems programming.

EXAMPLE OF ESSENTIAL FUNCTIONS:

1. Plans, directs, organizes, and schedules system analysis functions of projects and/or assigned staff.
2. Provides leadership in the development of system and security standards.
3. Sets direction and policy for City projects involving technology strategies.
4. Communicates with top-level project sponsors and project leaders regarding status of specific projects.
5. Provides functional and administrative supervision over assigned staff.
6. Coordinates the activities of assigned staff and prioritizes multiple projects.
7. Assist in the hiring, training, and evaluation of staff.
8. Makes formal recommendations regarding tools, techniques, and methodologies.
9. Develops operation plans and directs the implementation of these plans.
10. Analyzes and reports on team resource allocation and projects future staffing needs.
11. Reports on project and work status for self and group, identifying issues and developing possible solutions.
12. Sets goals and priorities and manages those objectives.
13. Serves as Project Manager, creates project documents, including plans, schedules, and task lists; manages resource allocations, schedules, and risk. Reports and escalates appropriately.
14. Resolves highly complex system errors and issues, which may involve advanced knowledge of operating systems, networks, and deployed software, including network packet and system dump analysis.
15. Directs and performs hardware set-ups and upgrades.
16. Performs related duties as required.

NOTE:

The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

REQUIREMENTS:

A. Training and Experience:

Any combination of training and experience that would provide the required knowledge and abilities:

1. Bachelor's degree from an accredited college or university in computer science or related field and five years of experience in systems administration.
OR
2. Current Microsoft Certified Solutions Expert (MCSE) certification or Microsoft Certified IT Professional (MCITP) certification and six years of experience in systems administration.
OR
3. Seven years of progressively responsible experience in systems administration.
OR
4. Seven years of progressively responsible experience as a systems software analyst.

B. Knowledge, Abilities and Skills:

- All hardware and operating systems and platforms used in the City.
- The principles, practices, and methods of designing and operating stand-alone and networked computer operating systems.
- Database and server performance tuning and security issues.
- Data delivery issues.
- Service delivery standards.
- Computer operating systems, systems programming, computer networking, system security and voice and data networks.
- The languages, hardware, and tools specific to the assignment(s).
- The principles, practices, and methods of installing and maintaining server software and hardware.
- Local operating system structures, policies, and procedures.
- The principles, practices, and methods of designing server infrastructures.
- System configuration parameters.
- Programming through experience and/or formal education.
- Two or more scalable multi-user database systems and advanced knowledge of database structure, programming, and theory.
- The principles, practices and methods of supervision, training, and mentoring.
- The principles, practices, and methods of project management.
- Advanced security concepts and protocols related to database, server, network, and web services.
- Applicable network protocols, including routing and configuration.

C. Physical Requirements: 4

D. Environmental Requirements: 1

E. Sensory Requirements: 2, 6, 7, 8, and 9

5/2023