CLASS SPECIFICATION

Class Code: 60015832
Date Established: 05/2006
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Last Title Change:
FLSA: non-exempt
Probation: 12 months

TECHNOLOGY SYSTEMS ADMINISTRATOR II

DEFINITION

Under general supervision, coordinate with user departments and system developers to design and implement new system solutions; perform system administration duties involving installation, maintenance, and upgrading of operating systems and commercial application software for the County's file, database, e-mail, web and application servers and their peripherals; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of full-time experience in system or database administration and technical applications AND a bachelor's degree from an accredited college or university in computer information systems or closely related field; OR a combination of related training and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment and must be maintained for continued employment in this classification.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the Technology System Administrator class series. Incumbents of this class perform the full range of Technology System Administrator duties, including system analysis and design. Incumbents work with greater independence than the Technology Systems Administrator I classification. The Technology Systems Administrator II serves as the subject matter expert for specific assigned areas of specialty concerning the County's server hardware and applications, and is expected to proactively monitor, maintain, and develop solutions for those assigned systems. It is distinguished from the Senior Technology Systems Administrator class by the latter having responsibility for system planning and design, project management, and team leadership.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Perform system administration for end-user support including maintenance of user's system accounts for county staff; update and maintain names, logins, passwords, access authorizations, shared directories, permissions and assigned systems.

Perform database administration including database security and access, archival and maintenance planning, optimization and tuning.

Build, configure and install file, web, e-mail, database and application servers both as virtual installations and on to physical hardware; conduct performance tuning and monitoring of systems; diagnose and replace failed hardware. Proactively monitor, troubleshoot, tune, and maintain both large countywide and small department specific application systems.

Monitor and review servers and server applications to identify opportunities to consolidate and/or virtualize systems to reduce long-term County operating costs.

Develop knowledge and technical skills to become the County's subject matter expert on specific assigned hardware and application technologies. Meet with users, coordinators and developers to discuss and develop solutions utilizing those assigned areas.

Install and configure server peripherals including network storage devices and server software, applications and packages.

Receive referrals from Helpdesk and provide assistance to complex problems; work as team lead as needed on assigned projects to ensure project tasks are completed as specified.

Maintain server documentation and procedures and submit reports to management as required.

Analyze and identify server security issues; recommend and implement security measures and solutions.

Maintain user accounts on the County's e-mail systems; analyze and troubleshoot e-mail problems concerning file allotment and sending and receiving of e-mails; analyze and report problems involving viruses, spam, malware, unauthorized e-mail, and possible e-mail fraud. Work as technical liaisons to coordinators, system developers, and end-users in implementing e-mail connected server applications.

Monitor servers for abnormal performance, failures or unauthorized access and take required steps to minimize downtime or serious loss of data.

Patch servers; research, test and determine patch releases for compatibility problems with existing software.

Schedule, verify, and maintain enterprise-wide data backups for users and databases; restore lost or corrupted data and files as required.

Analyze, troubleshoot, and maintain server systems to ensure inter-connectivity with other governmental agencies and ensure offsite access in emergencies.

Write, test, and document scripting and programming languages used to improve administration of web, file server, databases, and applications.

Assist with developing specifications for new software packages in regard to physical hardware, operating systems, and projected costs; evaluate and test new technology and present recommendations to meet current and future County needs.

Meet with vendors, preview new products, and maintain current information and technical skills in order to serve as a resource to users and staff.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:
Department/division policies, procedures, and technology standards.

Organizational structure and functions of Washoe County as it relates to area of assignment.

Specific network structures and server systems within the County.

Functions and operations of the specific applications and systems used at the County.

Ability to:
Propose project plans and systems integration with new technology rollout.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:
Various server characteristics regarding multiple hardware and operating systems.

Implementation of and strategies for virtualization, consolidation, and clustering of server hardware, applications, and operating systems.

General design and implementation of email, web, database, and backup systems and general procedures for supporting large organization-wide application systems.

Practices and procedures of system administration.

Networking systems.

Computer security.

PC, server and network devices.

Performance monitoring/analysis instrumentation.

System performance utilities.

Principles and practices of work organization and training.

Ability to:
Proactively prevent and analyze problems and take appropriate immediate action.

Work with clients and co-workers in a professional manner in stressful situations.

Participate in division projects related to assigned responsibilities.

Read and understand diagrams of network systems.

Understand complex methods and logical steps involved in implementing new systems and correcting problems.

Maintain awareness of current technology, trends and practices of the trade.

Communicate effectively both orally and in writing to both technical and non-technical audiences.

Establish, maintain, and foster effective and positive working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a professional office environment. Ability to use dexterity, fine motor skills and general strength to lift and move objects up to 50 pounds. Ability to sit for extended periods. Ability to frequently stand, walk, bend, stoop, kneel, reach and stretch. Ability to use data processing and associated equipment. Ability to work in an environment with controlled temperatures.

This class specification is used for classification, recruitment and examination purposes. It is not considered a substitute for work performance standards.