Class Concept

This is technical and administrative work in managing a complex and dynamic systems, software, or network of systems or software. Technical duties include troubleshooting to identify system difficulties, installation, upgrading, tailoring, maintenance, and tuning of the system's software including the operating system software, communications/network software, programming software, and associated utilities or layered products. Work involves the operational support of the hardware, monitoring the system to determine performance tuning and capacity requirements, installing and tailoring systems and communications software to match the performance and operating requirements of the environment. Employees may supervise lower-level systems programmers, operations personnel, or applications development personnel. Duties include coordinating and testing the software changes from the upgrades to minimize the impact on the users' applications and time. This level is distinguished from the Systems Administrator I level by the administration of systems characterized by innovative solutions for interfacing and tuning of evolving operating systems and other software products.

Recruitment Standards

Knowledge, Skills, and Abilities

- Working knowledge of the capabilities and limitations of computers and related peripheral equipment and information technology.
- Working knowledge of the various systems software and layered products and the specifics of the configuration within the user environment.
- Working knowledge of the applications and uses of the system to provide advice in applications development or to troubleshoot applications or networking problems to identify system software solutions.
- Working knowledge of the principles and methods used in obtaining maximum utilization of computing equipment.
- Ability to communicate effectively in oral and written form.
- Ability to establish and maintain effective working relationships.

Minimum Education and Experience

Bachelor's degree in computer science or an IT related field or a closely related field from an appropriately accredited institution and three years of progressive experience in systems software programming; or

Associate degree in computer science or an IT related field or a closely related field from an appropriately accredited institution and four years of progressive experience in systems software programming; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.