Job Title	Systems Administrator, Senior	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	9	Job Code	17475

Class Specification – Systems Administrator, Senior

Summary Statement:

The purpose of this position is to perform work with little supervision and considerable independence and initiative, using their knowledge, experience, and documented procedures to provide Tier-III IT services and support. Develops procedures, trouble-shoots and resolves Tier-III issues, may supervise and provide guidance to junior staff, and perform solution, design, and engineering work as required. Coordinates with vendor support as needed.

DISTINGUISHING CHARACTERISTICS:

This is the advanced journey level class in the Systems Administrator series. Positions at this level possess a specialized, technical, or functional expertise within the area of assignment and may exercise lead supervision over assigned lower level staff. Employees are typically assigned significant responsibilities above the journey level and often exercise independent judgment in the performance of all duties. This class is distinguished in that it performs the most complex work assigned to series and serves in a working supervisory capacity over lower level staff.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
50%	Designs, implements, and manages Active Directory and Group Policy in a mixed Windows environment using experience, procedures, and industry best practices. Troubleshoots and resolves Group Policy Object (GPO), AD replication, security, and permissions. Supports the training and skills enhancement of all IT department team members as required. Provides support and administration of a hybrid Office365 Exchange environment to include replication of the local directory to the cloud assets. Reviews system logs and alerts and responds according to documented procedure. Supports network backup, recovery, and archiving activities (BURA).
25%	Documents all resolution activities and customer contact (calls, E-Mails, web forms, chat sessions, or voicemails) into the correct ITSM tool. Conducts desk-side support when required to resolve customer incidents or request tickets. Installs and troubleshoots a variety of software packages within a primarily Microsoft Windows based environment with some iOS devices. Troubleshoots, diagnoses, and resolves Tier-III hardware and

	software tickets using knowledge, experience, and standard operating procedures. Per process, documents, and escalates vendor tickets.
15%	Develops and promotes standard operating procedures and the population and use of the Knowledge Management System (KMS). Ensures proper IT system and data security is practiced at all times. Supports management reporting, information flow, and process planning. Shows initiative and acts independently to resolve tickets, manages multiple priorities, and follows through on projects and tasks to completion.
10%	Effectively communicates by phone or in person and handles difficult situations and customers. Tracks and manages tickets to ensure timely and agreed resolutions and solutions. Concisely and effectively communicates progress, status, and issues to the customer and management. Ensures actions support documented processes and procedures are met or exceed operational Service Level Agreements (SLA) with the business partners. When required, provides documentation and training on IT services.

Competencies Required:
Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:
Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

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Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in computer science, information systems, or a related field.

Experience: Five years of full-time responsible experience performing information systems programming and analysis.

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.	

Supervision Exercised:

Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling of work.

Supervision Received:

Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:

The job title prepares accounting, budget, employment actions, and purchasing documents; and does research to justify language used in documents for a unit or division of a department. May recommend budget allocations.

Physical Demands:

Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency

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Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Occasionally
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office, VMWare, NetApp, Remote connectivity, Active directory tools, Windows Server management Laptop, Mobile device for phone and email.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: December 2015

Revised: May 2021