IT SYSTEMS ADMINISTRATOR

*[May also apply to exempt SHRA positions in the Operations & Systems branch\*]*

*Note: This material is not intended to represent a complete position description; it is meant as a job aid to provide a foundation for completing a detailed individual description. All functions and tasks listed below will not apply to every position and this is not an exhaustive list of potential duties. Supervisors should select any of this material which applies to provide a framework for their description, then add detail, context, and other functions relevant to their specific needs. This material is also competency- and band-level neutral. In addition to functions and tasks, other considerations including but not limited to scope, organizational placement, and reporting relationship are key determining factors in position leveling.*

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| **FUNCTIONS** | **TASKS** |
| Support | * Responds and provides support to constituents, meets with customers to ascertain common failure modes and seeks resolutions to long running and/or high impact problems. * Works with constituents to define and optimize storage solutions, including cloud technology. * Advises management of situations where timely management intervention could positively affect outcomes or projects and changes. * Identifies customer service trends and issues to evaluate solutions. |
| Project Management | * Defines project scope, establishes project milestones, and ensures delivery of successful project outcomes. Ability to manage facilities, equipment, and other related resources to meet project goals. * Develops projects such as systems and software upgrades to incorporate appropriate IT and user staff. |
| Development/  Programming | * Designs, installs, and configures operating systems and infrastructure applications; tunes and optimizes configurations to maintain satisfactory level of performance. * Monitors performance to identify and correct problems. * Identifies and recommends systems enhancements needed to ensures adequate performance and capacity to meet application service objectives. * Develops automation tools to reduce manual involvement. |
| Security | * Takes all reasonable and appropriate measures to secure the systems against attack. Stays abreast of best practices for system, application, and database layers. * Creates the disaster recovery plan and back-up plans for the environment. |
| Quality Control &  Reporting | * Ensures configurations and settings are consistent with established standards. * Balances storage loads and corrects performance issues. * Develops and publishes current and newly established standard practices for monitoring and automation. |
| Consultation | * Analyzes and assesses client needs to develop effective and appropriate solutions to issues. * Consults with decision-makers to explain and recommend alternative technical solutions and capabilities; develops long-range strategic alternatives on an ongoing basis. * Serves as group expert for automation practices, storage solutions, network tuning, and other system technologies. |
| Supervision/  Management | * Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc. |
| Other Duties (5% max) | * Other duties as assigned by management to meet business needs |

\*When employees in these existing, filled positions have elected to remain SHRA