

## **SYSTEMS ADMINISTRATOR I/II**

### **DEFINITION**

Under general supervision, installs, maintains, and operates Judicial Council computer systems and provides daily assistance in their use; performs related work as assigned.

### **CLASS CHARACTERISTICS**

*Systems Administrator I* is the entry-level class in the Systems Administrator series. Initially under close supervision, incumbents learn the specific operations and maintenance of the agency's information systems. As experience is gained, there is greater independence of action within established guidelines. Incumbents exercise increasing independence in resolving problems and responding to user calls for hardware and software assistance. This class is alternately staffed with Systems Administrator II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency that meets the qualifications of the higher-level class.

*Systems Administrator II* is the journey-level class of this series, fully competent to independently perform the full range of systems operations support. Incumbents have primary responsibility for specific ongoing operations and support of the agency's information systems. In addition, assigned responsibilities may include providing support to assigned staff and coordinating, planning, and implementing systems and software upgrades with senior information systems staff. This class is distinguished from Senior Systems Administrator in that the latter provides lead direction and work review to assigned staff and/or performs and coordinates complex and specialized work.

### **EXAMPLES OF DUTIES** (*illustrative only*)

- Installs, operates, maintains, troubleshoots, and repairs servers, personal computers, and peripheral equipment, using appropriate hand and diagnostic tools.
- Implements systems and software upgrades with senior staff.
- Monitors and maintains the Judicial Council's local area networks and other systems environments; fine-tunes and maximizes systems operations and monitors disk space usage.

- Monitors and maintains connectivity to the wide area network; identifies and resolves problems.
- Provides technical assistance to both internal and external users for installed applications (e.g., Judicial Council BBS, Internet connectivity, cc:Mail Mobile, Lotus Notes, fiscal systems).
- Ensures the reliability and integrity of the data files critical to internal and external clients.
- Maintains and provides backup, restore, and recovery support of operating systems and applications on a variety of platforms.
- Maintains a library of backup tapes and logs; archives and retrieves information from this library.
- Maintains manuals documenting operational procedures.
- Maintains an inventory of computer equipment and associated supplies.
- Responds to users' calls for hardware or software assistance and resolves problems.
- Establishes and maintains user accounts on the system.
- Assists users on electronic mail, word-processing, spreadsheet, and database problems.
- May set up and administer telephone, voice mail, security, and other systems.
- Keeps up with current technologies (e.g., reading publications and attending seminars) and applies updates to hardware and software used in the judicial branch.

#### **WORKING CONDITIONS**

- Must be available for overtime, nonstandard shifts, and on-call hours.
- Must be able to respond to information systems emergencies.

#### **QUALIFICATIONS**

The level and scope of the knowledge and abilities listed below relate to the duties as defined in Class Characteristics.

##### **Knowledge of:**

- Systems performance analysis, including troubleshooting and diagnosis of hardware and software problems.
- Principles of telecommunications, network environments, and other systems environments used in the Judicial Council.
- Multiple operating systems and platforms used in the Judicial Council.
- Maintenance, troubleshooting, and repair of servers and personal computers.
- Use of hand and diagnostic tools related to the work.
- Standard business software for personal computers, such as electronic mail, word processing, and spreadsheets.
- Standard office and administrative practices and procedures, including record keeping.
- Principles and techniques of preparing effective oral presentations.
- Principles and techniques of preparing a variety of effective written materials.
- Safety practices related to the work.

**Ability to:**

- Analyze systems performance and maximize efficiency.
- Install, maintain, operate, troubleshoot, and repair personal computers, servers, and related equipment.
- Operate, monitor, and optimize the performance of local area networks.
- Maintain accurate records of work performed and update procedures manuals.
- Use hand tools safely for the installation, repair, and testing of equipment.
- Provide a variety of user support services.
- Support new technologies being tested and developed by the Judicial Council without formal training and support.
- Maintain and monitor communications between the Judicial Council and outside agencies and vendors (e.g., Bancroft-Whitney, Teale Data Center, SCO, etc.).
- Support users working off site through PC Anywhere and cc:Mail Mobile.
- Organize own work, set priorities, and meet critical deadlines.
- Maintain and apply current technical knowledge.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**Licenses and Certificates:**

None.

**Education and Experience:**

*Systems Administrator I:* Equivalent to graduation from high school and a total of two years of any combination of formal education in information systems, automated office technology, or a closely related field and/or experience in operating and maintaining automated office systems, including user support.

*Systems Administrator II:* Equivalent to graduation from high school and two years of technical experience operating and supporting a local area network and providing technical support.

OR

One year as a Systems Administrator I with the judicial branch.