

HCRC SYSTEMS ADMINISTRATOR

DEFINITION

Under direction, performs and coordinates specialized work in systems administration; evaluates, installs, maintains, and operates Habeas Corpus Resource Center's (HCRC) computer systems and provides daily assistance in their use; and, as needed, provides lead direction and work review to assigned staff; performs related work as assigned.

CLASS CHARACTERISTICS

This is a single level specialist classification in the HCRC. Incumbents have primary responsibility for specific ongoing operations and support of the HCRC's information systems, including working independently and dealing with the most complex and/or sensitive projects. In addition, assigned responsibilities may include coordinating, planning, and implementing systems and software upgrades with the Senior Business Systems Analyst and with contract network support vendors. Incumbents may also serve in a lead capacity and direct the work of assigned staff.

EXAMPLES OF DUTIES (*illustrative only*)

- Installs, operates, maintains, troubleshoots, and repairs servers, personal computers, and peripheral equipment, using appropriate hand and diagnostic tools.
- Under direction of senior staff, evaluates software applications.
- Coordinates, plans, and implements systems and software upgrades with senior staff.
- Monitors and maintains HCRC 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., Introspect, iManage, Internet connectivity, MS Office, etc.).
- 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.

- Creates and establishes manuals documenting operational procedures.
- Oversees the establishment and maintenance of 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.
- Identifies, evaluates, and recommends software or hardware products, as assigned.
- Develops and maintains databases, spreadsheets, and associated reports, as assigned.
- 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 HCRC.
- Multiple operating systems and platforms used in the HCRC.
- 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:

- Work without assistance on a broad range of tasks with little supervisory oversight.
- Use initiative and independent judgment within established procedural guidelines.
- Organize, prioritize, and coordinate multiple work activities and meet critical deadlines.
- 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.
- Provide a variety of user support services.
- Train staff in work procedures and the use of software products.
- Prepare written reports and recommendations, as requested.
- Support new technologies being tested and developed by the HCRC without formal training and support.
- Maintain and monitor communications between the HCRC and outside agencies and vendors (e.g. 42IS, Mall Communications, ACCO).
- Configure and support mobile users using HCRC laptops.
- Monitor and maintain database servers (e.g. SQL server)
- Support users working offsite through Citrix and remote desktop protocol.
- 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:

Equivalent to three years of experience operating and maintaining a local area network and providing technical user support.

OR

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