

SENIOR SYSTEMS ADMINISTRATORDEFINITION

Under general supervision, administers and maintains a large, complex departmental computer system (mini-computer, micro-computer or combination of both) by overseeing system operation, maintenance, support and enhancement.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Configures a computer system to provide maximum usage and optimum performance within given resources. Monitors the system to ensure all components are functioning correctly and identifies and resolves system problems. Performs and/or coordinates with vendors scheduled system maintenance tasks and maintains accurate and current maintenance records on all system components. Prepares reports outlining system problems and solutions. Facilitates the enhancement or modification of the system through research, identification and installation of new and updated software or hardware. Coordinates the interface of the system with other applicable systems within or outside of City facilities. Schedules and/or delivers guidance and training to all applicable users of the system. Backs up and stores data as determined by departmental and legal standards. Assists programming staff with code development and maintains system software as appropriate, ensuring that accurate flow charts and written documentation are prepared and available. Ensures that system integrity and security is preserved through careful design of redundant safety features. Institutes and maintains a program to ensure system recovery should the system suffer a serious failure. Maintains an inventory of all system hardware. Responds from remote locations via modem or in person when system failures or problems require it. May propose and itemize software and hardware service contracts and assist the section supervisor in evaluating new contract proposals. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is the highest level of a three-tier computer systems administration series. The three classifications are distinguished not as much by the required knowledge and skill of the incumbents as by the size, complexity and variety (mini, micro or combination of both) of the computer systems they are managing. Because employees in this class are required to apply a broad knowledge of computer systems administration to a very large, complex, multi-user system, they have greater responsibility and a larger span of control than incumbents in the two lower-level classes. These individuals are not expected to be computer programming experts, but must have a general knowledge and ability to write program code. This is a non-supervisory class but does require incumbents to provide guidance and training to users and other computer systems staff.

RECOMMENDED MINIMUM QUALIFICATIONS

Two years of experience administering a large, complex, multi-user mini- or micro-based computer system including responsibility for programming, problem-solving, maintenance and support, and the knowledge, skills and abilities listed below. Education equivalent to graduation from a four year college or university with a Bachelor's degree in computer science, information systems, public administration or a related field may be used in combination with experience to meet the minimum qualifications.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: the principles and practices of data base configuration and management, system design and maintenance, and problem-solving methods involving large, complex systems; micro, mini and personal computers; mainframe interface and communications; systems analysis and computer programming including testing and debugging; and the methods and principles of paper and electronic records management practices.

Skill in: using various types of computer hardware and software.

Ability to: analyze, document and solve data management problems in a systematic and logical manner; implement, maintain and support third-party software such records management and CAD applications; conduct training and provide guidance for systems users; execute emergency data and system recovery procedures; design and implement new computer systems and applications; clearly document procedures, programs and processes; communicate clearly orally and in writing with users, vendors, programmers and other employees.

SPECIAL REQUIREMENTS

Willingness and ability to quickly report to work on weekends, holidays or evenings in response to emergency calls regarding system failure or complications. Ability to lift up to 20 pounds of bulky computers and related equipment.

DESIRABLE CHARACTERISTICS

The successful performer is a logical, creative problem-solver adept at coordinating the operation and enhancement of a large, complex computer database and application system. This individual combines broad, technical knowledge of computer systems and their capabilities with excellent communication skills to assist users and develop their independence on the system. The successful performer enjoys identifying and resolving system problems and is motivated by challenging assignments that require resourcefulness and computer know-how.

Class title established per Council Resolution No. 93-095,
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