METRO
Classification Description

Title: Systems Administrator I   **Bargaining Unit:** AFSCME 3580
Job Code: 0062   **Established:** November 2001
Pay Range: 15   **Revised:** 2007
FLSA Status: Exempt – Professional, Computer

Classification Summary:

Provide basic entry-level support for the organization and/or agency to ensure effective utilization and proper management of network operations. This is the first level in the four-level Systems Administrator job classification series.

Supervision Received:

Supervision is received from the Program Supervisor. May receive lead direction from Systems Administrator IV, and/or receive assignments from Systems Administrator III.

Supervision Exercised:

None

Distinguishing Features:

This is the first level of the Systems Administrator job classification series. Employees in this classification are considered entry-level professionals in the field of network operations. Employees in this classification work within specific guidelines and policy direction provided from the daily oversight of the Supervisor or Lead.

Essential Functions:

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks that an employee may be expected to perform.

1. Works closely with higher-level network staff to troubleshoot network problems.
2. Diagnoses problems using network system tools and carries out repairs under close supervision.
3. Supports preventative maintenance and back-up activity.

Secondary Functions:

1.   Performs other related duties as assigned.

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Job Specifications:

0-1 year of related professional experience and a Bachelor's Degree; or any combination of experience and education that provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Knowledge, Skills and Abilities:

1. Has a beginning understanding of the fundamental concepts, practices and procedures for troubleshooting and diagnostic testing of network issues including network operating systems (hardware and software)
2. Strong interpersonal skills
3. Ability to communicate effectively both orally and in writing. Capable of explaining simple procedures in writing or verbally. Good telephone skills

Advancement Criteria
- Department Director must verify that there is a business need for incumbent to perform higher-level duties. Business need determines the opportunity – advancement is not guaranteed
- Incumbent is required to serve a minimum of one (1) year in the Systems Administrator l classification. However, three (3) years represents the typical amount of time needed for incumbent to fully demonstrate the ability to advance from the level I classification to the level II classification
- Incumbent must demonstrate the ability to perform all of the duties in the level II classification, as determined by the direct supervisor with the written approval of the department director
- Incumbent must demonstrate a willingness to lead in their own professional development by taking on new challenges when they are identified and offered
- Incumbent must have completed all mandatory training through the Metro Human Resources Department (*Harassment & Discrimination Awareness*)
- Incumbent must have completed a Metro-approved Project Management course

Working Conditions:

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Position requires continuous and/or frequent standing, walking, fingering, talking, repetitive motions of hand/wrists, hearing, and handling. Also requires occasional stooping, crawling, reaching, feeling, and repetitive motions of feet, sitting, bending, kneeling and the ability to lift and/or carry up to 25 pounds.