

### Class Concept

This is technical and administrative work in managing a complex and dynamic computer system or network of computers. Work involves the analysis and determination of the initial hardware, software and subsequent upgrades and advising departmental or agency management on the potential systems and cost requirements to meet the needs of the user department. Technical duties include troubleshooting to identify system or network difficulties, installation, upgrading, tailoring, maintenance, and tuning of the computer system's software including the operating system software, communications/network software, programming software, and associated utilities or layered products. Work involves the operational support of the hardware, monitoring the system to determine performance tuning and capacity requirements, installing and tailoring systems and communications software to match the performance and operating requirements of the environment, and provide planning and budgetary input based on the projected changes in the capacity and applications or communications needs of the user community. Employees may supervise lower level systems programmers, operations personnel, or applications development personnel. Duties include coordinating and testing the software changes from the upgrades to minimize the impact on the users' applications and time. This level is distinguished from the Systems Administrator I level by the administration of a computer system or network characterized by innovative solutions for interfacing and tuning of constantly changing operating systems and other software products.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Knowledge of the capabilities and limitations of computers and related peripheral equipment and information technology.
- Knowledge of the various systems software and layered-products and the specifics of the configuration within the user environment.
- Knowledge of the applications and uses of the system to provide advice in applications development or to troubleshoot applications or networking problems to identify system software solutions.
- Knowledge of the principles and methods used in obtaining maximum utilization of computing equipment.
- General knowledge of the particular office or business functions supported.
- Ability to communicate effectively in oral and written form.
- Ability to establish and maintain effective working relationships.

#### Minimum Education and Experience

Bachelor's degree in computer science, computer engineering, or a closely related field from an appropriately accredited institution and three years of progressive experience in systems software programming; or an equivalent combination of education and experience.