

COMPUTER SYSTEMS ADMINISTRATOR II

This is technical work in coordinating and managing a moderately complex computer system or network of microcomputers for a state agency or a university department.

Work involves hardware management, coordination of software needs for the system users, coordination of software upgrades, providing resolution of equipment or communications problems, and consultation with users on potential computerization through the use of the system or equipment.

Positions typically report to an administrative head of the organizational unit. This level is distinguished from the Computer Systems Administrator I level by responsibility for a system that supports a variety of computing and information technology needs of an organization including several software packages, communications to other computing environments, and several differing uses of the system. Work may include supervision or related duties as required.

I. DIFFICULTY OF WORK:

Complexity - Employees provide operational support of the computer system and equipment; add and delete users, terminals, and other equipment on the system or network; troubleshoot equipment, software, and data communications problems; and monitor the system for performance and quality of service to users. Duties include discussions with users or potential users of the system to explain the information technology capabilities of the system being managed; researching of current and potential software or programming capabilities to determine information technology possibilities; training of users on the capabilities of the system; and assisting users in problem determination and resolution. This level is distinguished by a variety of uses of the software and system requiring more knowledge of user functions to support the computerization efforts. Duties may include supervision.

Guidelines - Computer system, software, and equipment manuals and documentation are used as references in administering the system and troubleshooting user problem situations. Vendor and central computing organizations provide additional technical resources as required.

II. RESPONSIBILITY:

Accountability - Employees are responsible for the effective management and operation of the system and equipment. Major problems such as inadequate software or space utilization, hardware or software upgrades, or potential communications to other computer systems are referred to supervisors for decisions.

Consequence of Action - Inadequate operation of the system may result in system downtime or inability of users to access or communicate data or documents necessary to the organization.

Review - Employees work independently in managing the computing resources of the system. Review is based on the effectiveness of the system in meeting the needs of users on a timely basis.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Employees communicate with users of the system, administrators of systems external to the organization, and vendor or central computing facility consultants. Communication is to explain or train on the system capabilities or to research and consult on system or communications problems.

Purpose - Employees gather information from users as to their information technology needs and current capabilities to determine that the system will benefit office functions. Problems not readily solved through available reference manuals are discussed with professional computing consultants.

IV. WORK ENVIRONMENT:

Nature of Working Conditions - Employees work in typical office environments with frequent duties requiring lifting, moving, and cabling of computer equipment.

Nature and Potential of Personal Hazards - Employees are not typically exposed to hazards.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of the capabilities and limitations of computers and related peripheral equipment and information technology. 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 Training and Experience Requirements - Graduation from high school and three years of experience in the administration of a computer system similar to the one to be supported; or a two year technical school degree in computer technology and one year of experience in the administration of a computer system; or an equivalent combination of training and experience.

Degrees must be received from appropriately accredited universities.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.