

## **Job Template: Systems Administrator 1**

<b>Occupational Group</b>	Information Technology
<b>Job Family</b>	Systems Administration
<b>Job Path</b>	Systems Administration
<b>Job Title</b>	<b>Systems Administrator 1</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: P</b>	<b>Job Code: E60001</b>

### **P4: Level Standards**

#### **GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

#### **INDEPENDENCE AND DECISION-MAKING**

→ *Supervision Received*

- Works under direction.

→ *Context of Decisions*

- Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

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### **COMPLEXITY AND PROBLEM SOLVING**

→ *Range of issues*

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ *Course of Resolution*

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ *Measure of Creativity*

- Problems are not amenable to strict technical resolution, requiring innovative thinking.

### **COMMUNICATION EXPECTATIONS**

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

### **SCOPE AND MEASURABLE EFFECT**

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.

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- Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

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### **Job Template**

#### **GENERAL SUMMARY**

Provides domain competency and technical support in system administration. Confers with technical leadership in research, evaluation, and identification of technology solutions.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general supervision of a supervisor or manager.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- Identifies and resolves system errors. Consults with technicians and other users to resolve problems with systems.
- Supports services with web, application, and database server components or supports various infrastructure components.
- Identifies and resolves system errors. Consults with application owners and other users to resolve problems in program product usage, data storage, and system performance.
- Writes basic scripts and procedures to assist with managing system resources.
- Documents modifications made to the hardware, software, or procedures related to systems.
- Uses various software and hardware tools and installs software and/or hardware.
- Works with systems integration issues including activities associated with data warehouse technology and server technology.
- Trains non-technical staff on procedures and technology.
- Carries out small-to-moderately-sized technical tasks with minimal assistance and writes summaries of technical project work.
- Responds to inquiries from other departments and collaborates with external departments. Documents all technical work in user guides for future reference.
- Supports senior technical personnel with installation, upgrade, and maintenance of systems.
- Uses standard diagnostic techniques to analyze, identify and solve problems.
- Supports the development of plans and processes that minimize risk to services or systems due to errors.
- Support the confidentiality, integrity and availability of University information as part of the overall University Information Security Program

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- Supports planning new systems.
- Supports technical projects as part of a project team.
- Performs related work as required.

### **MINIMUM QUALIFICATIONS**

- Associates degree
  - Four years of related experience
- OR
- Bachelor's degree
  - Two years of related experience
- OR
- Six years of related experience

### **COMPETENCIES**

#### **Knowledge of:**

- System administration concepts such as installing software, storage management, user management, and basic security concepts
- Scripting language
- Desktop applications such as word processors, spreadsheets, and database tools
- Basic networking and firewall policies

#### **Skill in:**

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

#### **Ability to:**

- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare clear documentation

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- Maintain the confidentiality of information and professional boundaries

## **Job Template: Systems Administrator 2**

<b>Occupational Group</b>	Information Technology
<b>Job Family</b>	Systems Administration
<b>Job Path</b>	Systems Administration
<b>Job Title</b>	<b>Systems Administrator 2</b>
<b>Job Category: P</b>	<b>Job Level 6</b>
<b>FLSA Status: E</b>	<b>Job Code: E60002</b>

### **P6: Level Standards**

#### **GENERAL ROLE**

This level is accountable for serving in a highly advanced capacity in an area of specialization. The advanced resource capacity must be distinct from the regular or most common provision of work within the area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most advanced functions within an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise.
- Set goals and objectives for team members to meet project initiatives and standards.
- Distribute project work.
- Evaluate and monitor the accuracy, quality, quantity, and timeliness to meet project milestones and objects.

#### **INDEPENDENCE AND DECISION-MAKING**

→ *Supervision Received*

- Works under direction.
- Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

→ *Context of Decisions*

- Decisions are driven by departmental policy and procedures.
- Incumbents understand the smallest details of an assigned area.

→ *Job Controls*

- Free to plan and carry out all phases of work assignments, including the oversight of project staff.
- Has the latitude to make daily operational project decisions.

#### **COMPLEXITY AND PROBLEM SOLVING**

→ *Range of issues*

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<b>Job Category: P</b>	<b>Job Level 6</b>
<b>FLSA Status: E</b>	<b>Job Code: E60002</b>

- Issues are readily identified but cannot be understood and fixed in simple cause-effect terms.
- Variables affecting the problem are generally known.

### *→ Course of Resolution*

- Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

### *→ Measure of Creativity*

- Problems require integrative solutions such as how technologies, processes, resources, and people all fit together

## **COMMUNICATION EXPECTATIONS**

### *→ Manner of Delivery and Content*

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

## **SCOPE AND MEASURABLE EFFECT**

- Serve as a lead over major projects within a specific administrative/programmatic function or specialty area requiring specialized education.
- Actions regularly affect a department or an office-centric outcome with departmental impact.
- Actions generally have a direct impact on controlling such things as nature of work and scope of services.
- Actions may have high-risk financial, compliance, political or safety implications.
- Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.



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<b>Job Category: P</b>	<b>Job Level 6</b>
<b>FLSA Status: E</b>	<b>Job Code: E60002</b>

### **Job Template**

#### **GENERAL SUMMARY**

Provides domain proficiency, broad competency, and advanced technical support in system administration. Provides analysis, assessment, and recommendations for system technology solutions.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under limited supervision and in conjunction with information technology services and the University.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- In-depth technical knowledge and the ability to design and support information technology services in a multi-tiered environment.
- Identifies and resolves system errors. Consults with application owners and other users to resolve problems in program product usage, data storage, and system performance.
- Writes scripts and/or basic programs to assist with managing systems.
- Implements new system hardware configurations.
- Uses various software tools and hardware, including hardware peripherals as necessary to solve problems, install software, create resource management tools, and write documentation.
- Works with vendors and management to develop or enhance systems.
- Works with technical and functional staff to resolve system integration issues.
- Responds to inquiries from other departments and collaborates with external departments. Documents all technical work in user guides for future reference.
- Develops plans and processes to ensure the availability of services or systems.
- Collaborates with senior technical personnel in the installation, upgrade, and maintenance of systems or services.
- Support the confidentiality, integrity and availability of University information as part of the overall University Information Security Program
- Plans system upgrades.
- Contributes to technical projects as part of a cross-functional team.
- Performs related work as required.

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<b>Job Category: P</b>	<b>Job Level 6</b>
<b>FLSA Status: E</b>	<b>Job Code: E60002</b>

### **MINIMUM QUALIFICATIONS**

- Associates degree
  - Six years of related experience
- OR
- Bachelor's degree
  - Four years of related experience
- OR
- Eight years of related experience

### **COMPETENCIES**

#### **Knowledge of:**

- Programming/scripting language(s) and their use for automation.
- Database, web, and application servers
- Compute and storage virtualization
- Operating system installation, troubleshooting, and recovery
- Departmental and institutional structures and goals
- Backup technologies
- Security best practices

#### **Skill in:**

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

#### **Ability to:**

- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries

## **Job Template: Systems Administrator 3**

<b>Occupational Group</b>	Information Technology
<b>Job Family</b>	Systems Administration
<b>Job Path</b>	Systems Administration
<b>Job Title</b>	<b>Systems Administrator 3</b>
<b>Job Category: P</b>	<b>Job Level: 7</b>
<b>FLSA Status: E</b>	<b>Job Code: E60003</b>

### **P7: Level Standards**

#### **GENERAL ROLE**

This level is accountable for serving in an expert resource capacity in an area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most complex functions within an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise.
- Provide analytical, technical, and advisory support to leaders and decisions makers within the same disciplinary track.
- Lead projects or initiatives within the specific area of expertise, to include leading vendors or cross-functional departments or teams.
- Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities as needed.
- Set project objectives, immediate- and/or long-term, as a means to fulfill project initiatives.

#### **INDEPENDENCE AND DECISION-MAKING**

##### *→ Supervision Received*

- Works under general direction.
- Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence.

##### *→ Context of Decisions*

- Work is focused on and regulated by specific department/division goals and milestones.

##### *→ Job Controls*

- Act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the department and division objectives and missions.
- Subject to managerial controls through conferences, review of reports, and occasional on-site visits or check-ins.

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<b>Job Category: P</b>	<b>Job Level: 7</b>
<b>FLSA Status: E</b>	<b>Job Code: E60003</b>

- Managerial controls are exercised on the incumbent for matters of intermediate- and long-range planning, budgetary, and human resources based matters.

### **COMPLEXITY AND PROBLEM SOLVING**

#### *→ Range of issues*

- Problems are unique and unexpected.
- Challenges for problems arise due to lack of precedent.

#### *→ Course of Resolution*

- Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches with broad impacting effects.
- Problem resolution should regularly require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

#### *→ Measure of Creativity*

- Incumbents are regularly required to develop new methods/methodology for evaluation and implementation plans for new initiatives.

### **COMMUNICATION EXPECTATIONS**

#### *→ Manner of Delivery and Content*

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

### **SCOPE AND MEASURABLE EFFECT**

- Serve as an expert on specific subject matter evidenced by regularly researching and producing reports (e.g., white papers) on technical matters of systematic importance and consulting with managers throughout the division/University on specific issues in the position's area of expertise.
- Actions regularly affect a departmental outcome with division-wide impact.

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<b>Job Category: P</b>	<b>Job Level: 7</b>
<b>FLSA Status: E</b>	<b>Job Code: E60003</b>

- Actions have a direct impact on controlling such things as project scope, team size and nature of assignments, operating budget, etc.
- Actions may have high-risk financial, compliance, political, or safety implications.
- Performance results tend to be related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

## **Job Template: Systems Administrator 3**

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<b>Job Category: P</b>	<b>Job Level: 7</b>
<b>FLSA Status: E</b>	<b>Job Code: E60003</b>

### **Job Template**

#### **GENERAL SUMMARY**

Provides domain expertise, broad proficiency, and expert technical support in system administration. Leads technical decisions in design of system solutions.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general direction and in conjunction with information technology services and the University.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- Possesses comprehensive knowledge and the ability to design and manage an enterprise service, such as system management, authentication and directory services, storage, virtualization, or system infrastructure in a large and complex environment.
- Identifies and resolves complex system issues in large-scale enterprise services. Consults with application owners and other users to resolve problems in program product usage, data storage, and system performance.
- Leads technical staff in the installation, upgrade, and maintenance of system applications, operating systems, or infrastructure.
- Develops procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems. Documents modifications made to the hardware, software, or procedures related to the systems.
- Writes advanced scripts and/or programs to assist with system administration, and automation.
- Designs and develops new system infrastructure or services.
- Works with vendors and/or management to design, develop, enhance, and implement enterprise solutions.
- Support the confidentiality, integrity and availability of University information as part of the overall University Information Security Program.
- Works with technical and functional staff to design and develop systems integrations.

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- Designs, plans, develops, configures, and implements solutions to ensure the high availability of services if a major disruption is caused by system issues or large-scale disasters.
- Responds to inquiries from other departments and collaborates with external departments. Documents all technical work in user guides for future reference.
- Uses standard diagnostic techniques to analyze, identify, and solve problems.
- Performs related work as required.

### **MINIMUM QUALIFICATIONS**

- Associates degree
- Eight years of related experience
- OR
- Bachelor's degree
- Six years of related experience
- OR
- Ten years of related experience

### **COMPETENCIES**

#### **Knowledge of:**

- Programming/scripting best practices and common architectures
- Redundant database, web, and application servers
- Large scale compute and storage virtualization
- Network layout, protocols, and devices
- Cloud computing and software as a service
- Security standards and compliance

#### **Skill in:**

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

#### **Ability to:**

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- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management



## Job Template: Systems Specialist

<b>Occupational Group</b>	Information Technology
<b>Job Family</b>	Systems Administration
<b>Job Path</b>	Systems Administration
<b>Job Title</b>	<b>Systems Specialist</b>
<b>Job Category: P</b>	<b>Job Level: 3</b>
<b>FLSA Status: E</b>	<b>Job Code: E60000</b>

### **P3: Level Standards**

#### **GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

#### **INDEPENDENCE AND DECISION-MAKING**

→ *Supervision Received*

- Works under limited supervision.

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.

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<b>Job Category: P</b>	<b>Job Level: 3</b>
<b>FLSA Status: E</b>	<b>Job Code: E60000</b>

### **COMPLEXITY AND PROBLEM SOLVING**

#### *→ Range of issues*

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
- Issues are regularly varied.
- Problems tend to be technical or programmatic in nature.

#### *→ Course of Resolution*

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

#### *→ Measure of Creativity*

- Issues are solvable through deep technical know-how and imaginative workarounds.
- Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

### **COMMUNICATION EXPECTATIONS**

#### *→ Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

### **SCOPE AND MEASURABLE EFFECT**

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
- May be designated to guide or organize the work of several employees within the unit.

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### **Job Template**

#### **GENERAL SUMMARY**

Provides technical support including installation, monitoring, configuration, documentation, troubleshooting, and problem solving in support of the University's information technology systems.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direct supervision of a supervisor or manager.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- Assists senior technical personnel with the installation, upgrade, and maintenance of systems and relates software.
- Assists senior technical personnel in troubleshooting and analyzing errors or degradations in operating systems or software problems and in recommending and implementing effective solutions to correct errors and to improve performance.
- Uses standard diagnostic techniques to analyze, identify, and solve problems.
- Assists with the development of plans and processes that minimize risk to services or systems due to errors.
- Documents modifications made to the hardware, software, or procedures related to the computer systems.
- Support the confidentiality, integrity and availability of University information as part of the overall University Information Security Program.
- Assists with planning system upgrades or migrations.
- Assists with technical projects, as part of a project team.
- Performs related work as required.

#### **MINIMUM QUALIFICATIONS**

- Associates degree
  - Two years of related experience
- OR
- A bachelor's degree

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OR

- Four years of related experience

### **COMPETENCIES**

#### **Knowledge of:**

- Desktop applications such as word processors, spreadsheets, and database tools
- Basic server purpose and functionality
- IT support
- Analyze, identify, and solve technical problems
- Learn new skills and be flexible

#### **Skill in:**

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

#### **Ability to:**

- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries