



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title:	Systems Administrator
Jurisdictional Class:	Competitive
Civil Division:	Cayuga County
Adoption:	CSM 9/21/21
Revised:	CSM

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for providing systems support including the maintenance and upgrades to hardware, software, and networks. An employee in this class creates end user reports used for the communication of information and provides systems training to employees. Supervision is received from a higher-level administrator. Works closely with Junior Systems Administrator. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Provides technical hardware and software support to the participants in the system;
Installs new software releases, system upgrades, and resolves software related problems;
Performs system backup functions and recovery;
Provides timely response to user needs to include managing user accounts, troubleshooting applications, and programming new report templates;
Performs regularly scheduled routine preventative maintenance and problem resolution on, and installation of, computer equipment such as terminals, printers, personal computers, and other related peripherals and/or hardware;
Troubleshoots application problems to minimize error potential and streamline workflow;
Documents user requirements for new functionality;
Manages the database(s) and generates statistical reports;
Consults with users to determine and plan for long-term system needs;
Designs and implements paperless documentation;
Coordinates the design, implementation, and maintenance of the network interface;
Conducts training on the system and various computer related topics.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Thorough knowledge of information systems, principles and methods of application;
Good knowledge of basic repair and maintenance of computer equipment;
Good knowledge of file structure, design, access methods and control, and information retrieval techniques;
Good knowledge of the principles and practices of software installation and the configuration of personal computers;
Good knowledge of database administration;
Ability to work effectively with department staff from multiple agencies, computer technical staff, and outside vendors;

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Baccalaureate Degree, or higher, in computer science and one (1) year of work experience, in systems administration; OR,
- B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in computer science and three (3) years of work experience, in systems administration; OR,
- C. High school diploma/GED and five (5) years of work experience, in systems administration; OR,
- D. An equivalent combination of training and experience as defined by the limits of (A) and (B) and (C).