General Statement of Duties

Performs standard level professional information technology work installing and configuring operating system hardware and software and user application software; maintains and repairs routine to complex problems with system hardware and software.

Distinguishing Characteristics

The Associate IT System Administrator is distinguished from the Staff IT System Administrator, which performs entry level professional information technology (IT) work installing and configuring operating system hardware and software and user application software; assists with the maintenance and repair of routine problems with system hardware and software.

The Associate IT System Administrator is also distinguished from the Senior IT System Administrator, which performs full performance professional information technology work planning and coordinating the installation and configuration of operating system hardware and software and user application software; maintaining and repairing complex problems, typically related to system failures, with system hardware and software; and modifying operating system hardware and software to increase performance and meet technical design requirements.

Finally, the Associate IT System Administrator is distinguished from the IT System Architect, which performs full performance information technology work in the planning, designing, developing, and monitoring of information systems utilized within an agency or throughout the city. Additionally, the IT System Architect possess knowledge, skills, and abilities in highly specialized areas (such as Windows, UNIX, Telecommunications, Data Network, and/or Storage Area Network), which provides strong support for the planning, designing, and developing functions performed by the position.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.
Level of Supervision Exercised

None

Essential Duties

Performs routine to complex setup, installation, and configuration of the operating system (including hardware and software), new software releases, and upgrades.

Creates and manages user directories and files on the server platforms.

Monitors, tunes, diagnoses, and resolves routine to complex operating system, application, and database problems.

Troubleshoots, maintains, and repairs routine to complex problems with hardware, operating systems, security, and data protection.

Performs backup and recovery operations and assists with capacity planning for a specific data system.

Develops, tests, and implements routine to complex scripts to automate common functions or system operations.

Consults with users to identify existing system problems then evaluates and recommends various software and hardware solutions to meet user needs.

Consults with users to identify new business requirements then evaluates and recommends software and/or hardware solutions to meet user needs.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technology Application – Uses machines, tools, instruments, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.
Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

**Knowledge & Skills**

Knowledge of data processing hardware, monitors, operating system software, application programming and system configuration sufficient to be able to perform the duties related to the work assignment.

Knowledge of current networking and computer trends and technology.

Knowledge of database function and design sufficient to be able to implement network databases.

Knowledge of network system hardware, network operating system software, data communications equipment and user-oriented application software packages sufficient to be able to troubleshoot and solve problems.

Knowledge of data processing sufficient to be able to review program specification, design programs, and write or modify code.

Knowledge of database structures and report writing methods and tools.

Knowledge of specifications, uses, and types of computer or computer related equipment.

Knowledge of electronic circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Knowledge of computer network, desktop, server, and mainframe operating systems and their applications.

**Education Requirement**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

**Experience Requirement**

Two (2) years of professional Information Technology experience maintaining, implementing, and modifying information technology systems or work processing operations including system hardware and software.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Work is primarily performed in an office setting and frequently at other locations for meetings.

Work involves pressure due to multiple calls and inquiries and is subject to interruption.
## Level of Physical Demand

1-Sedentary (0-10 lbs.)

## Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- **Sitting**: remaining in the normal seated position.
- **Reaching**: extending the hand(s) and arm(s) in any direction.
- **Handling**: seizing, holding, grasping, or otherwise working with hands.
- **Fingering**: picking, pinching, or otherwise working with fingers.
- **Talking**: expressing or exchanging ideas by means of spoken words.
- **Hearing**: perceiving the nature of sounds by the ear.
- **Near acuity**: ability to see clearly at 20 inches or less.
- **Repetitive motions**: making frequent movements with a part of the body.
- **Lifting**: raising or lowering objects weighing no more than 10 pounds, from one level to another.

## Background Check Requirement

- Criminal Check
- Education Check
- Employment Verification
- By position, Motor Vehicle Record

## Assessment Requirement

None

## Probation Period

Six (6) months.

## Class Detail

- **Pay Grade**: I-812
- **FLSA Code**: Y
- **Management Level**: 10
- **Established Date**: 9/21/2018
- **Established By**: Lori Schumann

City and County of Denver