



Office of Human Resources  
IT Systems Administrator Associate - LI1570  
THIS IS A PUBLIC DOCUMENT

### 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.

### 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.

Develops, maintains, and publishes routine to complex custom reports.

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 directly 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.

A combination of appropriate education and experience may be substituted for the minimum education and 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**

For DPL Positions Specifically:

Potential exposure to hazardous anesthetic agents, body fluids, and bio-wastes.  
Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.  
Potential exposure to cold temperature, cold enough to cause bodily discomfort.  
Potential exposure to cold weather conditions (indoor/outdoor).  
Potential exposure to conditions that affect the skin or respiratory system.  
Potential exposure to dust.  
Potential exposure to extreme temperature changes.  
Potential exposure to hazardous conditions where there is a danger to life, body, and/or health.  
Potential exposure to hazardous/toxic chemicals.  
Potential exposure to hazards from electro/mechanical/power equipment.  
Potential exposure to hazards of steam and heat.  
Potential exposure to heat temperatures, hot enough to cause bodily discomfort.  
Potential exposure to hot and humid work environment.  
Potential exposure to housekeeping/cleaning agents/chemicals.  
Potential exposure to infection from disease-bearing specimens.  
Potential exposure to infections and contagious diseases.  
Potential exposure to odorous chemicals.  
Potential exposure to pesticides or fertilizers.  
Potential exposure to the risk of blood borne diseases.  
Potential exposure to temperature changes: variations in temperature from hot too cold.  
Potential exposure to temperature changes: variations in temperature from hot to cold.  
Potential exposure to unpleasant elements (accidents, injuries, and illness).

Extreme cold conditions.  
 Handles emergency or crisis situations.  
 Noise sufficient to cause distraction or possible hearing loss.  
 Personal Safety: aware of surroundings, people, and events.  
 Pressure due to multiple calls and inquiries.  
 Subject to long, irregular hours.  
 Subject to many interruptions.  
 Subject to burns and cuts.  
 Subject to electrical and radiant energy hazards.  
 Subject to hazards of flammable or explosive gases.  
 Subject to injury from moving parts of equipment or vehicles.  
 Subject to precarious or high locations.  
 Subject to pressure for multiple calls, inquiries, and interruptions.  
 Subject to varying and unpredictable situations.  
 Subject to traffic, roadways, and pedestrians.  
 Subject to vibrations and strain on the body to cause bodily harm if endured daily.  
 Temperature Changes: variations in temperature from hot too cold.  
 Temperature Changes: variations in temperatures from hot too cold when works in field.  
 Wet: frequent contact with water or other liquid.  
 Wet: frequent contact with water, liquid, chemicals, or sanitary sewage.  
 Works in precarious or high locations

### Level of Physical Demand

For DPL Positions Specifically:  
 3-Medium (20-50 lbs.) to 4- Heavy Work (50-100 lbs.)

### Physical Demands

For DPL Positions Specifically:

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

Agility: Ability to move quickly and easily.  
 Balancing: Maintaining equilibrium.  
 Carrying: Transporting or moving an object.  
 Climbing: Ascending or descending an object or ladder  
 Color Vision: Ability to distinguish and identify different colors..  
 Crawling: Moving about in a low or crouched position.  
 Crouching: Positioning body downward and forward.  
 Depth Perception: Ability to judge distances and space relationships..  
 Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.  
 Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.  
 Field of Vision: Ability to sharply detect or perceive objects peripherally.  
 Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.  
 Fingering: Picking and pinching, through use of fingers or otherwise.  
 Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.  
 Hazards: Conditions where there is danger to life, body and/or health..  
 Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.  
 Hearing: Perceiving and comprehending the nature and direction of sounds.  
 Kneeling: Assuming a lowered position.  
 Lifting: By Position, may move objects 20-50 pounds, or 50-100 pounds from one level to another.  
 Neck Flexion: Perceiving objects located above or below.

Physical Strength: Exerts force to transport objects of 50 pounds [or insert appropriate weight] or more.

Pulling: Exerting force upon an object so that it is moving to the person.

Pushing: Exerting force upon an object so that it moves away from the person.

Reaching: Extending the hands, arms, or other device in any direction.

Repetitive Motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Stamina: Ability to work over long periods of time without tiring.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

Written Comprehension: Ability to discern the meaning of written words.

### Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

### Assessment Requirement

None

### Probation Period

None

### Class Detail

**Pay Grade:** I-812

**FLSA Code:** Y

**Established Date:** 9/21/2018

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**