

UNIVERSITY OF ARIZONA
DEPARTMENT OF HUMAN RESOURCES
CLASSIFIED STAFF EMPLOYEE JOB DESCRIPTIONS

JOB CODE: 73110

TITLE: Systems Administrator

IT PAY BAND: B07

FLSA: Non-Exempt

Purpose of Classification:

Monitors computer systems availability, performance and security. Installs, configures and performs routine maintenance to systems software, hardware and related applications systems. Responds to basic technical and workstation support requests from users and technical staff.

Distinguishing Characteristics:

This is the first in a series of three classifications. It is distinguished from the Systems Administrator, Senior which tests and optimizes software, integrates new software and hardware into existing systems, and responds to complex technical and workstation support requests.

Example of Duties:

- Monitors availability, performance and security of computer systems software including operating and network systems and utilities, servers and other hardware and related application systems.
- Installs, configures and documents computer systems software, hardware and related applications systems. Adds and removes systems software and hardware according to established procedures.
- Responds to basic technical and workstation support requests from users and technical staff. Installs and maintains hardware, software and peripheral equipment for user workstations.
- Performs routine maintenance of hardware and software in conformance with established procedures. Troubleshoots basic hardware and software problems.
- Creates, monitors, modifies and maintains user accounts and implements systems use policies.
- Assists in data backup and disaster recovery. Assists in responding to security breaches, service interruptions, and other critical situations.
- Monitors resource use including internal memory and disk space.
- Participates in the coordination of systems activities and communicates with other internal and external systems staff. Participates in systems planning, design and development and systems hardware and software projects.

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Knowledge, Skills and Abilities:

- Knowledge of current computer operating system programming languages and technologies.
- Knowledge of computer systems administration or programming theory, principles and practices.
- Knowledge of current software and hardware technologies.
- Skill in installing, configuring and maintaining computer hardware, operating and application systems and utilities.
- Skill in providing technical information and support to technical and non-technical users.
- Ability to effectively communicate verbally and in writing.

Minimum Qualifications:

- Three years of system administration and/or programming experience including the installation and maintenance of hardware, operating and applications systems and utilities; OR
- Associate's degree in Management Information Systems, Computer Information Technology or related field AND two years of system administration and/or programming experience including the installation and maintenance of hardware, operating and applications systems and utilities; OR,
- Any equivalent combination of experience, training and/or education.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary based on the specific tasks assigned to the position.

Prepared: 05/01/09