

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

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**JOB CODE:** 73111

**TITLE:** Systems Administrator, Senior

**IT PAY BAND:** B11

**FLSA:** Exempt

**Purpose of Classification:**

Monitors and maintains computer systems availability, performance and security. Analyzes, installs, configures, integrates and maintains systems software, hardware and related applications. Tests, troubleshoots and optimizes systems performance. Responds to complex technical and workstation support requests from users and technical staff.

**Distinguishing Characteristics:**

This is the second in a series of three classifications. It is distinguished from the Systems Administrator which installs, configures and performs basic maintenance and technical support of systems software, hardware and related applications systems. It is distinguished from the Systems Administrator, Principal which establishes systems guidelines, procedures and standards and evaluates and plans for system development.

**Example of Duties:**

- Monitors and maintains availability, performance and security of systems software, hardware and related applications.
- Analyzes, installs, configures and maintains operating, network and other systems software and utilities, servers and other hardware and related applications systems. Adds, removes and integrates software and hardware into existing systems.
- Tests systems and applications software including the impact of software updates and patches.
- Troubleshoots hardware and software systems. Optimizes systems performance.
- Conducts inventory of systems components. Monitors and analyzes resources including internal memory and disk space.
- Implements computer software and hardware licensing, warranty and vendor service agreements. Applies system updates and configuration changes.
- Maintains data recoverability. Implements data backup and disaster recovery procedures. Responds to security breaches, service interruptions, and other critical situations to re-establish system functionality.
- Responds to complex technical and workstation support requests from users and technical staff. Installs and maintains hardware, software and peripheral equipment for user workstations.
- Creates, monitors, modifies and maintains user accounts and implements systems resource use policies.

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- Coordinates systems with other internal/external systems and systems administrators. Participates in planning for system development and expansion. Participates in systems software and/or hardware projects.
- May manage projects of limited scope or portions of large and/or complex projects. May guide technical staff on a project basis.

**Knowledge, Skills and Abilities:**

- Knowledge of computer systems administration and/or programming theory, principles and practices.
- Knowledge of current computer operating system programming languages and technologies.
- Knowledge of current computer security practices and network protocols.
- Knowledge of current software and hardware technologies.
- Skill in installing, configuring and maintaining computer hardware, operating and application systems and utilities.
- Skill in testing updates and patches.
- Skill in analyzing and improving systems efficiency, and integrating systems changes.
- Skill in providing technical support to users and technical staff.
- Ability to effectively communicate verbally and in writing.

**Minimum Qualifications:**

- Five years of progressively responsible system administration and/or programming experience including the installation, testing 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 four years of progressively responsible system administration and/or programming experience including the installation, testing 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