



System Administrator I
System Administrator II
System Administrator III
System Administrator IV
System Administrator V

Class code: 01220, 01221, 01222, 01223, 01224

Employee Group: Management/Confidential

FLSA: Exempt/Non-Exempt

Salary Band: 3, 4, 5, 8, or 10 (depending on assigned points)

I. Position Summary

Ensures the stable and efficient operation of County computer systems by planning, developing, installing, configuring, maintaining, supporting, and optimizing network and/or server-based hardware, software, and/or communication links, depending on area of responsibility.

Levels I-V are differentiated by the breadth and depth of knowledge required, scope of responsibility, and consequences of error.

- System Administrator I is an entry-level position acting within strictly limited scope of responsibility and/or provides support to more senior staff.
- System Administrator II, III, and IV positions require increasing levels of knowledge and experience, exercise increasing levels of independent judgment, and manage systems of increasing levels of importance. Actions may impact mission-critical and/or County-wide systems.
- System Administrator V is the most senior position in this series. It requires expertise in multiple technical areas and is responsible for systems of profound County-wide importance. Errors in judgment by a System Administrator V could result in severe financial losses or legal liability for the County.

II. Supervision Exercised

May act as a supervisor or lead.

III. Examples of Essential Position Duties

- Evaluates operational needs and recommend solutions. Researches products, services, protocols and standards. Senior positions may plan and manage projects related to area of responsibility.
- Specifies and orders equipment and software. Coordinates delivery of products and services by vendors and contractors. Senior positions may negotiate and oversee service contracts.
- Diagnoses and resolves technical problems, and document solutions, within assigned area of responsibility. Acts as a technical resource for others. Senior positions may train or mentor other staff.
- Implements improvements, upgrades, and repairs as needed to ensure adequate system performance and availability. Senior positions may negotiate service level agreements with vendors and/or internal or external customers.
- Administers core systems such as email, file, print, and utility servers, and their associated operating systems and software. Provides servers and storage for end-user applications. Senior positions may design and implement core infrastructure.
- Administers server-based databases or end-user applications. Provides technical support and training to end-users. Senior positions may design and implement databases or applications.

Jackson County – System Administrator I - V

Page 2 of 3

- Administers and maintains end user accounts, permissions, and access rights. Senior positions may design and implement identity management and access control systems.
- Administers security solutions, including firewall, anti-virus, encryption, and intrusion detection systems. Senior positions may design and implement security solutions. System Administrator V position may act as Information Security Officer, responsible for County-wide information security policy and enforcement.
- Ensures reliable storage and recoverability of data. Administers data storage systems. Performs system backup and recovery. Senior positions may perform design and capacity planning and implement data storage and protection solutions.
- Ensures network connectivity for servers and workstations. Manages communication links and network equipment, including routers, switches, and hubs. Senior positions may perform network design and capacity planning.
- Maintains software platform for servers and end-user workstations. Manage and deploy software upgrades and patches.
- Creates, documents and follows procedures relevant to area of responsibility. Senior positions may make strategic and/or policy recommendations to senior management.
- Maintains a current, accurate inventory of equipment and software assets. Senior positions may be responsible for ensuring compliance with software license agreements.
- Adheres to County and departmental policies and procedures as well as safe work practices, policies and procedures.
- Develops and maintains effective working relationships with other staff, public officials, the general public and representatives of other agencies.
- Attends and participates in required trainings.
- Has regular and reliable attendance.
- Working evening and irregular hours may be required.
- Performs other related duties as assigned.

IV. Knowledge, Skills and Abilities

- Technical knowledge of computer and network hardware and operating systems.
- Familiarity with common commercial and County-specific application software.
- Understanding of layer 1 through 3 computer networking technology such as ethernet and TCP/IP, and/or higher-layer client/server application technology, as relevant to area of responsibility.
- Understanding of network and data security concepts and techniques.
- Ability to quickly grasp technical concepts and learn new skills.
- Familiarity with County offices and staff, department functions, and business processes.
- Ability to collect and analyze technical requirements, specifications, and other related data and determine appropriate solutions.
- Ability to effectively communicate technical and non-technical information to other employees, both orally and in writing.
- Ability to develop and maintain effective working relationships with other staff, vendors, public officials, the general public, and/or representatives of other agencies.
- Works independently and is able to prioritize, organize, and manage own work assignments. Senior positions must be able to make critical judgments without guidance and may be required to manage assignments for others.

Jackson County – System Administrator I - V

Page 3 of 3

V. Minimum Requirements (Performance of the essential duties of this position includes the following requirements, physical demands and/or working conditions)

Education and Experience

- Level I – III requires an Associate’s degree in Computer Science and one year of job related experience;
- Level IV - V requires an Bachelor’s degree in Computer Science and five years of job related experience;
- OR, For all levels, any combination of education and experience which provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Licenses, Certificates and Other

Valid Oregon State Driver’s License with an acceptable driving record. Relevant technical certifications, such as A+, CCNA, MCDST, or equivalent, may be required as applicable to level and area of responsibility.

Physical Demands (*Performance of the essential duties of this position includes the following physical demands and/or working conditions*)

Typically requires climbing, stooping, kneeling, crouching, reaching, standing, walking, sitting, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions. Requires exerting in excess of 20 pounds of force occasionally and up to 20 pounds of force daily to move objects. Some positions require driving and travel.

Working Environments

Work is generally performed in an office environment and may include exposure to disruptive people.

VI. Additional Information

This classification description is not intended to be an exhaustive list of duties, knowledge, skills, abilities, or requirements, as any one position in this classification may be assigned some or all of these duties, in addition to other duties not explicitly listed here. The various duties, responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, seasons, service levels and management’s decisions on how to best allocate department resources. Any shift, emphasis or rebalancing of these assigned duties, responsibilities and/or assignments does not constitute a change in the job classification.

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