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| **CLASSIFICATION TITLE**Information Technology Specialist I | **DIVISION NAME**Information Technology Division, |
| **WORKING TITLE** System Administrator  | **POSITION NUMBER** |
| **EMPLOYEE NAME**  | **EFFECTIVE DATE** May 24, 2023 |

You are a valued member of the Department of FISCal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

**GENERAL STATEMENT**

Under general direction of the Information Technology Manager I (ITM I) the System Administrator works independently on complex software systems. The incumbent is responsible for the installation, configuration, patching, monitoring, optimization, backup, recovery, performance, maintenance, and operations of the FI$Cal system. This includes the system databases, application platforms, and associated tools, as well as the technical testing and support of the FI$Cal system.

The System Administrator is responsible for organizing, planning, and implementing all activities associated with the FI$Cal System Platform Services Section. The incumbent provides support for the system's stability, availability, and security. Duties are focused on software and system engineering domains, with potential assignments in other domains as needed.

**SUPERVISION RECEIVED**

The ITS I reports directly to the ITM I

**SUPERVISION EXERCISED**

None, May act as lead as directed by the ITM I.

**ESSENTIAL FUNCTIONS**

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

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| **% OF TIME** | **ESSENTIAL FUNCTIONS** |
| **30 %** | **System Platform Administration** * Install, configure, implement and maintain the system databases, middleware, application platforms, and associated tools to support the FI$Cal system.
* Implement and maintain disaster recovery, backup, and operational recovery procedures for the system.
* Optimize system performance by implementing industry best practices and monitoring/manage system resources and capacity.
* Manage and maintain access and permissions for the system databases middleware, application software and associated tools.
* Troubleshoot and diagnose system errors and failures.
* Document and maintain system administration procedures and configurations.
* Support system maintenance, upgrades, and administration.
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| **30 %** | **Software Support*** Support software tools and applications.
* Evaluate new releases of software to determine their impact on the system functionality.
* Install, configure, implement and maintain software.
* Schedule and test new software releases for enterprise use.
* Test and implement prototypes for potential solutions or new capabilities.
* Provide training and technical assistance to staff for new tools, configurations, and processes.
* Review system design specifications for new applications or projects.
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| **20 %** | **Administrative Duties and Documentation*** Develop and maintain guidelines, standards, and best practices for system product usage.
* Maintain knowledge of the latest system technologies and updates.
* Attend training classes as needed and fulfill all team training requirements.
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| **15%** | **System Support*** Provide system support.
* Plan and apply patches and updates for system databases, middleware, application software and tools.
* Perform maintenance, tuning, security, and troubleshooting of the system hardware and operating systems.
* Work with vendor consultants and support teams to resolve issues.
* Support external and internal audits
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| **% OF TIME** | **MARGINAL FUNCTIONS** |
| **5%** | * Perform other related duties as required to fulfill FISCal’s mission, goals and objectives.  Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.
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Please note that the time percentages mentioned in this duty statement are approximate and subject to change. These percentages are provided as a general guideline to help understand the expected allocation of time for different tasks and responsibilities. However, actual time allocation may vary depending on the specific circumstances and priorities at any given time.

**KNOWLEDGE AND ABILITIES**

All knowledge and abilities of the Information Technology Associate classification; and

Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

**SPECIAL REQUIREMENTS**

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check is required.**

**WORKING CONDITIONS**

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCal’s core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

**SIGNATURES**

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

Employee Signature Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Hiring Manager Signature Date

HR Analyst: **PV**

**Date Revised: 6/28/2021**