

Market Range Detail - Systems Administrator Senior/Lead

Effective Date

December 9, 2013

Market Range Title Description

Positions in this market range title are responsible for providing the highest level of system administrator services and expertise under limited supervision, to support, administrate, and maintain the installation, configuration, performance, and operation of systems.

DISTINGUISHING CHARACTERISTICS

This position is distinguished from the Systems Administrator in that it is responsible for the resolving the most complex technical issues. In addition, may provide leadership to lower level Systems Administrators or other IT staff.

Performs systems and application support at the highest level of technical expertise mostly independently, but occasionally with assistance from other information technology (IT) professionals and premier support services, of systems including, Windows servers, file/print services, VMware, and Active Directory in addition to the backup and storage resources utilized by these systems. Manages the day-to-day operations, monitoring, and performance tuning of an Active Directory environment. Works with and maintains Active Directory accounts, security groups, group policies, server based shared directories and user permissions. Assures adherence to departmental Service Level Agreements. Provides on-call support and applies necessary patches during the established patch windows. Installs, configures, monitors, troubleshoots and maintains server software and hardware with little or no assistance. This includes file servers and load balanced applications within a high availability environment that may include multiple data centers. With limited supervision, installs, configures and supports various line-of-business applications using Active Directory or other automation techniques and services. Interfaces with appropriate individuals, which includes contractors and customers both within and external to the IT department, to coordinate support, installation, and maintenance of assigned systems. Maintains backup system and ensure backups are successfully completed, periodically tested, and are in compliance with best practices. May assist in maintaining off site inventory and rotation of tapes for disaster recovery. Works with Network Engineers to ensure server room resources connect to Enterprise network. Troubleshoot and resolve issues and participate in a 24 x 7 on-call rotation as required.

Market Range

Minimum Hourly Rate	Midpoint / Hiring Maximum	Maximum Hourly Rate
\$30.51	\$39.66	\$48.81

Likely Minimum Qualifications

- Bachelor's Degree in Computer Science, Information Technology or closely related field.
- Five (5) years of related work experience in administering, configuring, managing, installing and troubleshooting server and storage systems.
- Other combinations of education and experience may be considered in substitution for the minimum qualifications.

Working Titles

- Groupware Administrator - Lead
- Groupware Administrator - Senior
- LAN Administrator - Lead
- LAN Administrator - Senior
- Systems Administrator - Lead
- Systems Administrator - Senior

Glossary:

Market Range Title: Broad grouping of related positions with like job responsibilities and qualifications. Market Range Titles typically include positions ranging from entry level to senior/lead level unless indicated otherwise.

Effective date: The date the salary range was implemented for use.

Market Range Title Description: Broad description of sample job duties and responsibilities of positions included in the Market Range Title. Each position included in a Market Range Title also has a job description that is specific to the department. Departments are responsible for writing and maintaining job descriptions for positions in their department. Employee Compensation is responsible for writing and maintaining Market Range Title Descriptions.

Likely Minimum Qualifications: Typical minimum qualifications for positions assigned to the Market Range Title. Because a broad group of jobs in different departments are included in a Market Range Title, minimum and preferred qualifications may vary slightly depending on the area of assignment.

Market Range: The minimum, midpoint, and maximum salary points for all positions included in the Market Range Title.

Hiring Range: The hiring range for all positions is ordinarily the minimum of the market range to the midpoint. The use of a different hiring range must be approved by Employee Compensation. Departments should use a hiring range that is within their funding capabilities and are required to comply with the County's Funded Position Policy ensuring that applicants are extended a rate that is supported by the department's budget.

Working Title: The specific title used by a department to identify a position within their organizational structure. Use of working titles is flexible and aimed to assist departments in identifying the unique functions and responsibilities of each position and is representative of the assigned Market Range Title. Ordinarily, supervisory and/or managerial titles should not be used for positions not assigned to a supervisory and/or manager Market Range Title.