



## IT SYSTEMS ADMINISTRATION

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### **General Summary**

Responsible for managing the development, documentation, maintenance and security of internal and external systems, including design, configuration, installation, administration, optimization, and integration. Responsible for data protection and integrity.

### **IT Systems Administrator I**

**Jobcode: ISSA20**

**Pay Band: ID**

**FLSA Status: Non-Exempt**

### ***Distinguishing Characteristics***

Under direct supervision, install, configure, and maintain the integrity of the systems environment.

### ***Recommended Education and Experience for Full Performance***

Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and two (2) years of experience in end user support, systems administration, network administration or any related field. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

### ***Minimum Qualifications***

Associate's Degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and two (2) years of experience in end user support, systems administration, network administration or any related field. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

1. Install software and utilities for server and workstation remediation.
2. Resolve incident reports as needed for infrastructure support.
3. Maintain system security and user accounts.
4. Install, configure, and test workstations or servers with supporting hardware, software, and networking components.
5. Provide routine Level 1 consultation and general IT support within the department.
6. Ensure data/media recovery by implementing a schedule of system backups and database archive operations.
7. Participate in testing, debugging, configuring, and documenting operating systems and software.
8. Monitor, tune and troubleshoot the operating system.
9. Install, configure, and maintain infrastructure cabling, and peripherals as necessary.
10. Install various hardware platforms.

### **IT Systems Administrator II**

**Jobcode: ISSA23**

**Pay Band: IE**

**FLSA Status: Exempt**

### ***Distinguishing Characteristics***

Under general supervision, install, configure, optimize, and maintain the integrity of the systems environment.

### ***Recommended Education and Experience for Full Performance***

Bachelor's degree in Computer Science, MIS, Information Technology, Engineering or similar technical degree and four (4) years of experience in systems administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience.

### ***Minimum Qualifications***

Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and two (2) years of experience in systems administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

1. Build, install, configure, analyze, tune, and troubleshoot information systems to achieve optimum performance levels.
2. Resolve difficult system problems.
3. Configure and assist in the design of system and network security.
4. Manage hardware, software, and utilities for installation, modification, troubleshooting, maintenance, and upgrades of operating systems and workstation environments.
5. Monitor and analyze resource usage to recommend/develop enhancements to system capabilities and performance.
6. Compare, evaluate, and implement new technologies, and integrate systems into the computing environment.
7. Document systems infrastructure for users, support and consulting personnel, and developers.
8. Train personnel who provide support and consulting services to users.
9. Facilitate vendor relationships.
10. Apply skill in multiple types of operating systems.
11. Apply skill in programming languages or scripting for system development.
12. Apply skill in networked environments.
13. Apply skill in network storage solutions.
14. Apply skill in security protocols.
15. Manage shared resources and perform moderately complex tasks.
16. Work independently and as a team member.
17. Train others in applications and operating system fundamentals.

### **IT Systems Administrator III**

**Jobcode: ISSA26**

**Pay Band: IF**

**FLSA Status: Exempt**

### ***Distinguishing Characteristics***

Design, install, configure, optimize, and maintain integrity of highly complex information systems. Develop long-term strategic and capacity utilization plans.

### ***Recommended Education and Experience for Full Performance***

Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and six (6) years of experience in systems administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience.

### ***Minimum Qualifications***

Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and four (4) years of experience in systems administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience.

### ***Essential Duties and Responsibilities\****

1. Design, develop, install, and maintain information systems, utilities, and applications.
2. Resolve system emergencies with significant impact on the integrity of user data and systems.
3. Design, configure, implement, and maintain system security strategies, policies, and procedures.
4. Establish software/hardware standards and systems policies and procedures.
5. Engage in long-term strategic planning with regard to systems development and integration.
6. Evaluate and procure tools for monitoring network and system efficiency.
7. Conceptualize and implement systems within broad technical or structural frameworks.
8. Perform capacity planning for system configuration, software services, network services, load distribution, and service interrelationships among computer systems.
9. Act as a technical expert or lead for local computer system administration.
10. Act as project leader on large-scale computing projects in which strong technical, directional, and personal leadership is necessary; assign and oversee the work of other system administrators as needed.
11. Manage vendor relationships.
12. Apply skill in complex multi-system platforms.
13. Apply skill in coordinating multi-system and computing environments in independent computing facilities.
14. Apply skill in developing/implementing a business continuation and disaster recovery plan
15. Develop appropriate plans to meet computing needs.
16. Lead and work on large/complex system deployment projects in a team environment.
17. Apply knowledge of security trends and best practices.
18. Administer storage and backup solutions.

### **IT Systems Administration Supervisor**

**Jobcode: ISSS26**

**Pay Band: IF**

**FLSA Status: Exempt**

### ***Distinguishing Characteristics***

Accountable for supervision of a team who provide the development, enhancement and maintenance of information systems for assigned organizational areas.\*\*

### ***Recommended Education and Experience for Full Performance***

Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and six (6) years of experience in systems administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience. At least two (2) years of which must be leading/supervising a systems administration team.

### ***Minimum Qualifications***

Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and four (4) years of experience in systems administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling eight (8) years may substitute for the required education and experience.

### ***Essential Duties and Responsibilities\****

1. Accountable for information systems security, validation, evaluation and implementation.
2. Manage large/complex information systems installations including requesting information, evaluating proposals, recommending solutions, overseeing work of others, verifying correct installation, and coordinating with other departments in a highly complex, multi-vendor, and multi-protocol network environment.
3. Propose, conceptualize, design, implement, and develop solutions for difficult and complex information systems.
4. Oversee development of products internally in accordance with requirements of performance, suitability, maintainability, cost, interoperability, flexibility, and conformance to standards.
5. Performs complex assignments often requiring the development of new or improved processes or techniques in relevant field of discipline.
6. Review the physical design of information systems for optimizing performance.
7. Engages in long-term strategic planning. Formulate long-term information systems plans which may impact agency resources.
8. Serves as subject matter expertise for area(s) of responsibility.
9. Determines technical changes, schedules projects and oversees timelines. Implements and monitors quality standards.
10. Apply skill in planning and management.
11. Acts as point of contact for security and compliance audits
12. Apply effective communication skills and ability to influence, persuade, and negotiate.
13. Exercise full management responsibility for a technical group, including recruiting, hiring, training, developing, evaluating, and setting priorities.
14. Ensure work completion within schedule, budgetary, and design constraints; make decisions about analysis, design, and testing; solve complex technical problems; provide alternative methods for achieving goals when necessary.
15. Advise executive management on programmatic and policy development.
16. Negotiate and influence executive leaders on issues that have agency-wide impact or multi-agency impact.
17. Apply knowledge of industry standards, trends and/or regulatory requirements for area(s) of responsibility.
18. Collaborate with human resources managers to guide supervisors in the interpretation and implementation of human resources policies, procedures and programs.
19. Manage vendor relations.

### **IT Systems Administration Manager I**

**Jobcode: ISSX30**

**Pay Band: IG**

**FLSA Status: Exempt**

### ***Distinguishing Characteristics***

Manage staff in the day-to-day operations for functional area(s) of responsibility. Responsible for hiring and retaining staff, career coaching, personal development for direct reports and accountable for the performance of employees. Ensure work completion within schedule and constraints. Accountable for multiple information systems support teams.

### ***Recommended Education and Experience for Full Performance***

Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and eight (8) years of experience in systems administration. Any combination of education from an accredited college or university in a related field and/or direct experience

in this occupation totaling twelve (12) years may substitute for the required education and experience. At least four (4) years of which must be leading/supervising a systems administration team.

### ***Minimum Qualifications***

Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and six (6) years of experience in systems administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling ten (10) years may substitute for the required education and experience. At least two (2) years of which must be leading/supervising a systems administration team.

### ***Essential Duties and Responsibilities\****

1. Accountable for a team of systems administration staff who provide monitoring, troubleshooting and first level maintenance of information systems of moderate complexity in assigned organizational areas.
2. Analyze and resolve complex issues and provide alternative solutions as necessary. May lead process improvement for immediate unit or program. Influence leadership on specific recommendations for current operations and future development.
3. Interpret, implement and ensure compliance with agency administrative policies and procedures. Recommend new internal policies, guidelines and procedures.
4. Approves technical changes, schedules projects and oversees timelines. Implements and monitors quality standards.
5. May conduct budget planning, forecasting, contract management, and procurement.
6. Participate in strategic planning for area(s) of responsibility.
7. Perform project management functions for area(s) of responsibility.
8. Coordinates and/or implements complex IT data and security audits or policy for regulatory and standards compliance.
9. Manages vendor relations.
10. Apply skills in leadership and conflict resolution.
11. Apply planning and organizational skills.
12. Apply oral and written communication skills.
13. Apply financial management knowledge.
14. Apply analytical and problem solving skills.
15. Apply expertise in business and management computer applications and systems.
16. Exercise full management responsibility for a technical group, including recruiting, hiring, training, developing, evaluating, and setting priorities.
17. Ensure work completion within schedule, budgetary, and design constraints; make decisions about analysis, design, and testing; solve complex technical problems; provide alternative methods for achieving goals when necessary.
18. Advise executive management on programmatic and policy development.
19. Negotiate and influence executive leaders on issues that have agency-wide impact or multi-agency impact.
20. Apply knowledge of industry standards and best practices, trends and/or regulatory requirements for area(s) of responsibility.
21. Collaborate with human resources managers to guide supervisors in the interpretation and implementation of human resources policies, procedures and programs.

### **IT Systems Administration Manager II**

**Jobcode: ISSX35**

**Pay Band: IH**

**FLSA Status: Exempt**

### ***Distinguishing Characteristics***

Accountable for all information systems and support teams. Approve hiring and retention of staff, career coaching, personal development for direct reports and accountable for the performance of employees. Achieve goals through the management of staff and/or managerial staff. Responsible for aligning information systems with organization's strategic plan.

***Recommended Education and Experience for Full Performance***

Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and ten (10) years of experience in systems administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling fourteen (14) years may substitute for the required education and experience. At least six (6) years of which must be leading/supervising a systems administration team.

***Minimum Qualifications***

Bachelor's degree in Computer Science, Management Information Systems (MIS), Information Technology, Engineering or similar technical degree and eight (8) years of experience in systems administration. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling twelve (12) years may substitute for the required education and experience. At least four (4) years of which must be leading/supervising a systems administration team.

***Essential Duties and Responsibilities\****

1. Analyze and resolve complex issues and provide alternative solutions as necessary. Lead process improvement for immediate unit or program. Influence leadership on specific recommendations for current operations and future development.
2. Interpret, implement and ensure compliance with agency administrative policies and procedures. Recommend new internal policies, guidelines and procedures.
3. Approves technical changes, schedules projects and oversees timelines. Implements and monitors quality standards.
4. Conduct budget planning, forecasting, contract management, and procurement.
5. Participate in strategic planning for area(s) of responsibility.
6. Perform project management functions for area(s) of responsibility.
7. Coordinates and/or implements complex IT data and security audits or policy for regulatory and standards compliance.
8. Manages vendor relations.
9. Demonstrated leadership and supervisory skills including conflict resolution.
10. Excellent planning and organizational skills.
11. Excellent oral and written communication skills.
12. Demonstrated financial management knowledge.
13. Effective interpersonal skills.
14. Solid analytical and problem solving skills.
15. Strong expertise in business and management computer applications and systems.
16. Exercise full management responsibility for a technical group, including recruiting, hiring, training, developing, evaluating, and setting priorities.
17. Ensure work completion within schedule, budgetary, and design constraints; make decisions about analysis, design, and testing; solve complex technical problems; provide alternative methods for achieving goals when necessary.
18. Advises executive management on programmatic and policy development. Negotiate and influence executive leaders on issues that have agency-wide impact or multi-agency impact.
19. Strong knowledge of industry standards and best practices, trends and/or regulatory requirements for area(s) of responsibility.
20. Independently or in collaboration with human resources managers, guide supervisors in the interpretation and implementation of human resources policies, procedures and programs.

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**Bargaining Unit:** IT Systems Administrator I, II, III may be covered by a collective bargaining agreement.  
IT Systems Administration Supervisor, Manager I, II not represented.

**Statutory Requirements:**

**Conditions of Employment:**

**Working Conditions:** Working Conditions for individual positions in this classification will vary based on each agency's utilization, essential functions and the recruitment needs at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Established: 6/23/2016**

**Revised: 7/26/2016 FLSA change to Sys Admin I**

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*\*Essential Duties and Responsibilities are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of duties. Classification description subject to change. Please refer to SPO website ([www.spo.state.nm.us](http://www.spo.state.nm.us)) to ensure this represents the most current copy of the position.*

*\*\* Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*

Collaborate with human resources managers to guide supervisors in the interpretation and implementation of human resources policies, procedures and programs.