

SENIOR SYSTEMS ADMINISTRATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for planning, coordinating, and performing the installation, implementation, testing, operation, troubleshooting, security, and maintenance of hardware and software systems. An employee in this class has technical responsibility for the implementation, configuration, integration, administration, maintenance, upgrading, and ongoing support of third-party software applications used throughout the organization. Duties include coordinating with departments, vendors, consultants, and service providers to ensure that third-party systems are properly implemented, maintained, secured, and aligned with operational requirements. The incumbent independently manages complex system administration assignments, including user account administration, system backups, security controls, hardware configurations, software deployment, system monitoring, application integrations, and scripting or programming. An employee in this class may provide technical guidance, training, and work direction to other department staff. The employee works under the general supervision of a higher level administrator. Does related work as required.

TYPICAL WORK ACTIVITIES: *(illustrative only)*

- Coordinates the planning, implementation, configuration, testing, deployment, and ongoing maintenance of third-party software systems;
- Works with departments and end users to identify business, operational, technical, and reporting requirements for third-party software applications;
- Coordinates with software vendors, consultants, and service providers during system selection, implementation, upgrades, maintenance, troubleshooting, and issue resolution;
- Configures and maintains third-party applications, including system settings, workflows, interfaces, user roles, access permissions, and related technical components;
- Monitors third-party software systems for performance, availability, security, compatibility, and continued operational effectiveness;
- Plans and coordinates third-party software upgrades, patches, releases, migrations, and system changes;
- Troubleshoots and resolves technical issues involving third-party applications, system integrations, data exchanges, interfaces, and vendor-supported services;
- Maintains technical documentation related to third-party software configurations, integrations, licenses, maintenance agreements, vendor contacts, upgrades, and support procedures;
- Assists with evaluating and selecting third-party software products based on organizational needs, compatibility, security, cost, and technical requirements;
- Coordinates application data backups, recovery procedures, and continuity planning with vendors and internal staff;
- Assists with integrating third-party applications with existing systems, databases, directories, authentication services, and other technology resources;
- Diagnoses and resolves complex technical problems involving computer systems, servers, applications, integrations, and network resources;
- Makes recommendations regarding the purchase of hardware, software, licenses, subscriptions, and related technology resources;
- Develops, implements, and reviews information security procedures and system access controls;
- Verifies that appropriate system backup, recovery, and continuity procedures are established and maintained;
- Provides technical guidance, assistance, and training to information technology staff and system users;
- Provides administrative support;
- Performs other duties as required by law or assigned by the Supervisor;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Thorough knowledge of systems and application administration principles and practices; good knowledge of third-party software implementation, configuration, integration, maintenance, upgrading, and support processes; good knowledge of information security procedures, access controls, and user account management; good knowledge of system and application backup and recovery practices; working knowledge of application interfaces, integrations, data exchanges, and authentication methods; working knowledge of scripting and programming principles; strong problem-solving and analytical skills; ability to independently plan, coordinate, and manage third-party software implementations and ongoing maintenance; ability to communicate technical and operational requirements to vendors, departments, and users; ability to coordinate vendor support and resolve application-related issues; ability to maintain accurate databases, reports, inventories, licenses, contracts, and technical documentation; ability to provide technical guidance and training to staff and users; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with others; attention to detail; organizational ability; sound professional judgment; initiative; creativity; and physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Promotion:

Three (3) years of permanent competitive class status as a Computer Operator or higher level direct line promotional title.

Open Competitive:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in computer science, information technology, data processing, management systems, or related field, and (1) year of experience involving the implementation, configuration, and management of information systems; **OR**
- (B) Graduation from a regionally accredited or New York State registered two-year college with an Associate's degree in computer science, information technology, data processing, management systems, information resource management, or related field, and three (3) years experience as defined in (A) above; **OR**
- (C) Five (5) years full time or part-time equivalent experience as defined in (A) above.

Adopted 8/4/2026 PO

Competitive Class