

## **SYSTEMS ADMINISTRATOR AND PROGRAMMER\***

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical and administrative work involving responsibility for overseeing the day-to-day operations of computer systems, analyzing needs, designing, developing and modifying computer programs pertaining to specialized applications. The work is performed under the general supervision of a higher-level administrator. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Oversees and provides technical and administrative support for day-to-day systems related operations;  
Develops, designs and writes complex computer programs, especially as they pertain to specialized user needs;  
Resolves problems related to specific software applications;  
Develops or modifies work processes related to automated systems;  
Administers testing of new applications, features and/or upgrades;  
Downloads and applies modifications posted by vendors to baseline and custom programs;  
Maintains system control logs and security;  
Develops and designs information flow, controls, data files and report formats;  
Evaluates and recommends use of vendor software packages;  
Reviews, tests and revises existing programs;  
Prepares and maintains comprehensive documentation with respect to system operations, system training and problem solving.

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

Thorough knowledge of the principles and practices of computer program administration, computer program development and modification; good knowledge of software applications used by an agency\*\*; good knowledge of principles of management information systems; ability to develop and design complex computer programs; ability to understand and carry out complex oral and written instructions; ability to prepare diagrams, flow charts and reports; ability to communicate effectively, both orally and in writing.

### **MINIMUM QUALIFICATIONS:**

1. An Associate's degree in Computer Science, Computer Information Systems, Management Information Systems (MIS), or comparable degree and five (5) years of experience in systems administration, network administration, computer system support, computer training, systems analysis or programming, or any combination thereof; or
2. A Bachelor's degree or higher in Computer Science, Computer Information Systems, Management Information Systems (MIS), or comparable degree and three (3) years of experience in systems administration, network administration, computer system support, computer training, systems analysis or programming, or any combination thereof.

\*This reflects a retitling of Systems Administrator and Programmer (MIS).

\*\*To be demonstrated during the probationary period.