

**IT-Systems Administrator Career Ladder Matrix**

	Systems Administrator Family				
Job Title	Engineer, Sys Admin	Eng I, Sys Admin	Eng II, Sys Admin	Sr Eng, Sys Admin	Mgr, Hosted Systems
Job Code	MC2026	MC2025	MC2024	MC2023	MC0049
Pay Grade	73	74	75	76	76
<b>Position Summary</b>	This position is responsible for supporting network operating systems	This position is responsible for supporting network operating systems	This position is responsible for supporting network operating systems	This role is responsible for supporting network operating systems. This role functions as a lead technical resource within the Systems Administration area.	This role is responsible for overseeing the day to day operation of the UMASS medical school servers infrastructure. This role establishes short and long range goals to ensure servers' capacity meets future requirements.
<b>Essential Functions /Scope</b>	<ul style="list-style-type: none"> <li>*Acknowledge and resolve user service requests</li> <li>*Resolve problems of limited scope</li> <li>*Interact primarily with other Systems Administration staff and manager for assistance and direction</li> </ul>	<ul style="list-style-type: none"> <li>*Maintain the company's internal data processing hardware and software</li> <li>*Resolve an assortment of problems of moderately complex scope</li> </ul>	<ul style="list-style-type: none"> <li>*Install and maintain data processing hardware and software</li> <li>*Involved in the implementation and support of subsystems</li> <li>*Resolve a diverse range of complex problems</li> </ul>	<ul style="list-style-type: none"> <li>*Develop procures, install and maintain the company's internal data processing hardware and software operating systems</li> <li>*Frequently develop resolutions to complex problems</li> <li>*Perform project leadership duties</li> </ul>	<ul style="list-style-type: none"> <li>*Takes lead in servers operational and operational planning, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources</li> <li>*Plans, coordinates, and manages all Servers activities and personnel. Supervises mid-size group of staff. Carries out supervisory responsibilities within areas of responsibility in accordance with the organization's policies and applicable laws. Provides direction and support to staff to assure departmental effectiveness and efficiency. Responsibilities include interviewing, selecting, orienting and training employees; planning, assigning, and directing work; evaluating performance</li> <li>*Assists customers with migrations to next generation backup solutions</li> <li>*Manages, identifies, and proactively anticipates systemic and technical issues</li> <li>*Oversees that the service incidents and requests are being addressed and resolved in a timely manner</li> </ul>
<b>Required Qualifications</b>	Bachelor's degree in Computer Science or Information Systems Management or equivalent experience	Bachelor's degree in Computer Science or Information Systems Management or equivalent experience  1 year work experience in a System Administration role, or 2-3 years experience in a PC service role	Bachelor's degree in Computer Science or Information Systems Management or equivalent experience  4 years of related work experience	Bachelor's degree in Computer Science or Information Systems Management or equivalent experience  6 years of related work experience including project management	Bachelor's degree in Computer Science or Information Systems Management or equivalent experience  7 years minimum work experience in an Information Technology in a servers operation service area supporting multiple platforms  Demonstrated management skills and 2 years minimum in a successful supervisory role
<b>FLSA Status</b>	Exempt	Exempt	Exempt	Exempt	Exempt
<b>Promotional Process</b>	<b>Requisition</b>	Requisition or In-family Promotion	Requisition or In-family Promotion	Requisition or In-family Promotion	<b>Requisition Stand alone position not considered part of any job family</b>