

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

SYSTEMS ADMINISTRATOR II - 1025

DEFINITION:

Under general supervision, to provide high-level technical systems administration support for City-wide integrated, enterprise system databases and system infrastructure applications and their individual hardware and software components to include the planning, installation, technical administration, coordination, maintenance, modification, upgrading, and organization of system applications; to serve as a focal point for systems development and hardware and software acquisition; to resolve technical system issues; may lead and/or supervise the work of subordinate staff; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the fully experienced or journey-level class in the Systems Administrator series. Employees in this class are expected to perform the full range of system and application administration duties and are fully aware of applicable operating procedures and policies.

*** EXAMPLES OF DUTIES:**

- Performs SAP application configuration, installation, upgrading, security, corrections and transports, and client implementation;
- Works and coordinates activities with Business Systems Analysts, end-users, and outside agencies to plan, install, coordinate, maintain, administer, support, and upgrade the SAP system to include the NetWeaver platform used for the integration of business processes across various systems, databases, and sources;
- Performs the installation, technical administration, performance tuning, configuration, and monitoring of enterprise software and database to ensure smooth operation of SAP system architecture;
- Analyzes and troubleshoots complex SAP data, authorization, portal, server, database, and/or hardware issues and recommends, documents, and implements solutions;
- Performs security administration and portal administration to include user management, content management, and configuration;
- Plans, organizes, and installs hardware and software and performs pre- and post-upgrades and post-installation activities;
- Defines and clarifies system specifications;
- Imports new software such as support packages and add-ons, system upgrades, and modification adjustments;
- Analyzes, edits, and imports transport request, approves transports, and monitors transports;
- Conducts feasibility studies and develops hardware and software specifications and cost requirements;
- Configures, operates, and supports the SAP system using system tools;
- Serves as a project team member to include performing project implementation activities, testing system settings, creating and editing status information and project documentation, and transporting system settings;
- Recommends and initiates change requests as needed to support business rule changes and enhance system functionality;
- Performs system diagnostics, disaster recovery, configuration, system maintenance, and database archiving;
- Supports the following SAP or system processes: back-up and recovery, network management, batch scheduling, disaster recovery, security, file transfer, service levels, hardware maintenance, storage management, and software maintenance;
- Provides assistance during and after conversions, implementation, or the installation of new hardware, software, and applications;
- Resolves technical issues for the SAP system;

* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.

- Assists in providing training and technical work direction to subordinates;
- Performs administrative duties and assigned tasks including report writing, time keeping, and documentation.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

A Bachelor's degree or equivalent education (i.e., minimum completed units of 120 semester/180 quarter units) **AND** three years of professional SAP basis administration experience including experience in SAP system monitoring/job scheduling/configuration/authorizations/imports; database and user administration; operating systems and networking analysis; application server performance; and system administration in a multi-platform environment.