

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
SYSTEMS ADMINISTRATOR III - 1024

DEFINITION:

Under direction, to plan, organize, administer, install, and monitor City-wide integrated, enterprise system databases and system infrastructure applications and their individual hardware and software components; to oversee systems development and hardware and software acquisition and technology projects; to resolve technical system issues; to serve as a supervisor over professional personnel; and to perform related work.

* **EXAMPLES OF DUTIES:**

- Determines optimal system software configuration, hardware/software compatibility, and enhancements for the SAP system and applications;
- 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;
- Ensures the security and the smooth operation of the SAP system;
- Organizes and assigns work, sets priorities, and follows-up to ensure coordination and completion of assigned work;
- Conducts feasibility studies and develops hardware and software specifications and cost requirements;
- Plans, organizes, and installs hardware and software;
- Instructs staff in using hardware and software applications for the SAP system;
- Manages technology projects to include determining project scope, assigning tasks, assigning resources of projects, and monitoring project progress;
- Performs system diagnostics, disaster recovery, configuration, and system maintenance;
- Recommends, plans, and implements system solutions;
- Establishes security guidelines and procedures;
- Provides project management and works with vendors, customers, and other information technology staff on system installs and updates;
- Troubleshoots and diagnoses problems with databases and system software using system tools and analyzes solutions and coordinates repairs to successful resolution;
- Develops operating system documentation, instructions, and support plans and procedures as well as system test, change management, and release processes;
- Configures, operates, and maintains databases for the SAP system;
- Performs program, data, and system backups and restoration activities;
- Resolves technical issues for the SAP system;
- Prepares summary of change control and status reports;
- Provides training and technical work direction to subordinate staff assisting with system efforts.

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** five years of professional SAP basis administration experience including experience in SAP system monitoring/job scheduling/configuration/authorizations/transports; database and user administration; operating systems and networking analysis; application server performance; and system administration in a multi-platform environment; serving as a project leader on enterprise wide technology and managing implementations in SAP.

- * **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.