SYSTEM ADMINISTRATION JOB FAMILY
CAREER PATH

Positions in this family are accountable for the analysis, planning, design and development, installation, and operation of multi-platform hardware and software systems (for example mainframe, mid-range servers, and platform services). This is exclusive of desktop and networks.

Typical functions

The functions within this job family will vary by level, but may include the following:

- ❖ Monitor system and application performance and availability.
- ❖ Provide technical support for system and application issues.
- ❖ Prepare and/or assist with system and disaster recovery documentation.
- ❖ Install server hardware and software.
- ❖ Analyze, configure, test, and implement system software and hardware.
- ❖ Apply patches and upgrades.
- ❖ Ensure adherence to security standards.

The work assigned to positions in this series ranges from applying patches to operating systems to being accountable for installation, configuration, and maintenance of multi-platform hardware and software.

Systems Administration Technician   Pay grade: 18, 22, 25

This is a first-level position accountable for working within the framework of established system administration and operating systems policies and procedures. This position participates in gathering system requirements and performs technical writing at the lower end of scope and complexity and creates lower-level systems documentation. Other duties include rack/stack servers and storage, installation of servers, installs patches on server operating systems and agency specific applications, and conducts backups/recoveries and participates in the annual disaster recovery test.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Associate's degree from an accredited institution.

Systems Administration Specialist   **Pay grade:** 28, 30

This is a second-level position accountable for applying and using experience in the field of systems administration and multi-platform hardware and software operating systems to provide a full range of system administration functions within the assigned organizational area and information technology (IT) function. This position configures, tests, installs, and monitors the performance of multi-platform hardware and software. This position updates and maintains documentation on the assigned servers and performs backups and recoveries as required on assigned servers. Other duties include making recommendations for changes and implementing agreed enhancements, providing technical leadership to first-level staff, acting with independence, and may be accountable for a significant portion of a large project/enhancement.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and three years of IT experience with emphasis in system administration and operating systems.

Senior Systems Administration Specialist   **Pay grade:** 30, 33

(May be utilized in a Non-Supervisory or Supervisory Role)
A supervisory position at this level is accountable for the development, enhancement, and maintenance of multi-platform hardware and software operating systems for assigned organizational areas. This position supervises a small team of system administration staff supporting a single application or a few applications at the lower end of complexity and/or risk and impact. With this position, there is focus on adaptation and maintenance of existing operating systems. This position also serves as a mentor to system administration staff and liaises with vendors on licensing and updates.

A specialist position at this level performs complex assignments often requiring the development of new or improved multi-platform hardware and software operating systems, and system administration processes or techniques. This position is accountable for the design, implementation, and evaluation of system administration and operating systems. Employees make recommendations for process improvement in relevant disciplines and participate in the development of system administration and operating system standards. The Senior Systems Administration Specialist works on and solves complex problems where analysis requires in-depth evaluation of various factors and provides complex technical support in relevant fields of

discipline. Other duties include liaising with vendors on licenses and updates, serving as project lead and/or providing technical direction to lower-level team members, and mentoring less experienced staff.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and five years of IT experience with emphasis in system administration and operating systems.

Systems Administrator   Pay grade: 33

A Systems Administrator position is accountable for the development, enhancement, and maintenance of multi-platform hardware and software operating systems of moderate complexity and risk/impact for assigned organizational areas. This position may be accountable for multiple multi-platform hardware and software operating systems and system administration teams and manages vendor relations for less complex applications.

Minimum Requirements *(The following represents the minimum qualifications used to   accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and seven years of IT experience with emphasis in system administration and operating systems.

Senior Systems Administrator   Pay grade: 34

A Senior Systems Administrator position is accountable for the development, enhancement, and maintenance of multi-platform hardware and software operating systems at the high end of complexity and high risk/impact for assigned organizational areas. This position manages multiple system administration teams and is accountable for portfolio management of multi-platform hardware and software operating systems. This position may be accountable for team leaders and/or lower level of system administration supervisors. Other duties include interacting with stakeholders and high-level business users, managing vendor relations, and responsibility for assisting the Chief Information Officer (CIO) or other designated manager with strategic planning and direction.

SYSTEM ADMINISTRATION JOB FAMILY
CAREER PATH

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and ten years of IT experience with emphasis in system administration and operating systems.

ADDITIONAL INFORMATION

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a background investigation and Patrol administered drug test. The Missouri State Highway Patrol is a Drug Free Workplace.

Employees must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

EEO STATEMENT: The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

Click HERE to view our employee benefits.

To be eligible for employment with the Patrol, applicants must meet all dress and appearance requirements. Click HERE for more details about dress and appearance requirements.

Effective: 02/01/2025   **Reviewed:** 02/01/2025   **Revised:** --