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Systems Administrator Senior

JOB CODE	JOB FAMILY	PROFILE
JCP332	**Information Technology**	**Systems Administrator Senior**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$30.60 - $47.43**	**November 5, 2026**

The Systems Administrator Senior performs professional duties related to the analysis, development, maintenance, and administration of computer hardware and software systems to meet business needs. Performs functions such as monitoring and administering servers and related platforms; maintaining, configuring, and monitoring network and/or telecommunications infrastructures and related system components. Consults with departmental customers to identify and analyze business functions that can be improved through the implementation of new hardware and/or software solutions. Translates business requirements into system deployments. Performs professional-level systems maintenance, customer support duties, and programming using object-oriented languages. May serve as a project manager for routine systems-related projects that are small to medium in size and require limited staff and resources.

Job Description

DUTIES AND RESPONSIBILITIES

- Analyzes, plans, determines requirements, designs, builds, customizes, tests, implements, maintains, and enhances a variety of hardware and software systems.
- Provides professional customer support for system-related software and hardware issues, needs, or requirements; interacts with clients to assess system needs and recommends technology solutions to improve operations.
- Prepares technical documentation, procedural plans, reports, correspondence, and other written materials.
- Serves as the primary client liaison for assigned technology projects that are small to medium in size and require limited staff and resources. Reviews recommendations with clients and obtain approval to proceed.

Coordinates project activities with vendors and internal technology staff. Maintains clear communication with users regarding vendor activities, issues, status, timelines, and other project details. Ensures compliance with County specifications and drives resolution of project-related issues. Monitors project budget and scope to ensure alignment with agreed parameters. Reviews final outcomes with clients to confirm all requirements are met.

- Provides after-hours technology support as assigned.
- Participates on committees and task forces; attends meetings, conferences, and training sessions.
- Performs other related duties as required or assigned.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

FUNCTIONAL AREA

SYSTEMS

- Builds, installs, configures, maintains, and administers server platforms and operating system components for client/server systems.
- Maintains telephone servers, call manager, voicemail, call center, and paging systems.
- Administers Active Directory, Exchange, email, backup, and related systems; add users, computers, and servers to the Active Directory domain.
- Scans County domain servers for viruses, spyware, adware, and security vulnerabilities; modifies and maintains security access controls; establishes user permissions and grants access to users and vendors.
- Assists with the development and integration of new tools to meet business unit compliance requirements.
- Performs system administration tasks, including installing, updating, maintaining, and administering various operating systems on single or multiple platforms; maintains network structure integrity.
- Tests and installs critical upgrades and security patches; develops and tests backup and restoration procedures.
- Administers and manages storage area networks (SAN); monitors SAN performance and utilization.
- Provides Tier II support for complex system issues.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

BASIS ERP/SAP ADMINISTRATION

- Provides technical services for the configuration, operation, and administration of SAP system landscapes, hardware, and related server installations.
- Installs, maintains, and upgrades SAP system landscapes; plans, schedules, and performs system migrations.

- Collaborates with various teams to ensure system interfaces, programs, and reports are implemented using appropriate techniques to achieve optimal performance.
- Reviews and documents information system processes, equipment specifications, and programs to ensure effective operations.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- Bachelor's Degree in Computer Science, Information Systems, or related field.
- Two (2) years of increasingly responsible work experience in functional areas of project management principles and techniques, such as organizing and managing a project, developing schedules, identifying critical paths, and breaking down a project into individual tasks.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Work is typically performed in an indoor office environment but occasionally requires travel to other locations.
- Work environments may include noise, dust, and/or unpleasant odors, and may occasionally require work in confined spaces.
- Occasional evenings, holidays, and/or weekend work may be required.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes a telephone, a computer keyboard, a printer, a photocopy machine, a facsimile machine, and a calculator.

- Materials and products handled in the course of performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.