



**CIVIL DIVISION  
CLASS SPECIFICATION**

**INFRASTRUCTURE  
ADMINISTRATOR (CITIES)**

DATE ADOPTED: 11/25/2025

LAST REVISION:

Page 1 of 2

**DISTINGUISHING FEATURES OF THE CLASS:**

This is a highly technical position which provides server/storage management and support, network management and support, database management and support, integrating services such as GIS, ERP, Internet, E-mail, E-commerce, and various web/browser applications across a variety of client/server platforms. The incumbent works on a wide variety of systems, interfacing server and microcomputer systems, performing various scripting tasks, and installing and maintaining server, database, and network systems. The incumbent also investigates new industry developments such as servers, storage, software alternatives, system productivity tools, design and programming methodologies, and documentation approaches, and makes recommendations for current and projected departmental use. The work is performed under the general direction of a higher-level employee with wide leeway in conducting project assignments and evaluations. Supervision is not a normal function of the position.

**TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Installs, customizes, updates, maintains and troubleshoots Windows, Linux, and Microsoft SQL servers;
2. Installs, updates and manages enterprise applications including, but not limited to, email, database, disaster recovery, backup, endpoint detection and response (EDR), and security information and event (SIEM);
3. Provisions, configures, deploys, maintains, and monitors servers and hosts in a virtualized environment;
4. Manages and maintains Active Directory services, including domain controllers, domains, users, groups, organizational units and Group Policies;
5. Implements Disaster Recovery and Incident Response plans as needed making recommendations for updates to plans;
6. Installs, configures, updates, optimizes, and otherwise maintains Microsoft SQL Server;
7. Develops and maintains documentation for all servers, storage, network infrastructure and related systems;
8. Monitors the performance of selected hardware and software, and maintains related service records; conducts compatibility and performance analysis of hardware and software configurations;.
9. Researches, identifies, classifies and compares hardware/software alternatives for handling present and future needs;
10. Recommends hardware and software vendors, gathers price quotes for departments, prepares bid specifications, and coordinates the purchases of equipment, software, maintenance contracts, and related products.



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Page 2 of 2

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of various computer platforms, server operating systems, virtualization environments and software products sufficient to plan, implement, and maintain servers including Internet, GIS, ERP, E-mail, E-commerce, databases, EDR, SIEM and various web/browser applications; ability to effectively evaluate the latest developments in the field of server related hardware, software and applications trends in relation to existing facilities and both current and future needs; ability to communicate effectively, both orally and in writing; ability to work with both technical and non-technical users, along with various vendors; ability to move equipment and work in confined places while installing and working on equipment such as servers, storage, and network switches; personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- EITHER: (A) Bachelor's degree in computer science, information systems, information technology, or a closely related field, AND two (2) years of recent full-time paid work experience which primarily involved server management, systems programming which included server operating systems, database management and networking in an enterprise environment;
- OR: (B) Associate's degree in computer science, information systems, information technology, or a closely related field, AND four (4) years of full-time work experience as described in (A);
- OR: (C) An equivalent combination of training and experience as indicated in a (A) and (B) above.

**SPECIAL REQUIREMENT:**

Possession of a valid Driver License to operate a motor vehicle in New York State at time of application and to maintain the position.

**CIVIL DIVISION USE ONLY:**

**JURISDICTIONAL CLASSIFICATION:** Competitive

**REVISION HISTORY:**