Job Title: Network Systems Administrator
Department: Information Technology Services
Grade: M
FLSA: Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:
This position focuses in the functional areas of Microsoft Windows Server™ and Enterprise Infrastructure™ components as needed by the Information Technology Services (ITS) department in delivering service and support to clients. Under general direction, this position performs a variety of technical duties by providing technical support including coordination, maintenance, upgrades and overall support for computer systems, administering, evaluating and modifying systems to assure proper security and operation, planning, coordinating and implementing system software program release changes for enterprise servers, resolving technology problems and providing for system enhancements; providing technical support and assistance to clients.

Characteristic Duties and Responsibilities:
1. Designs the administration processes and maintenance of the Active Directory / Microsoft Exchange™ / Unified Messaging systems.
2. Plans and coordinates the installation of new releases and system software. Installs and tests new system software releases and place them in production mode after successful testing. Troubleshoots problems with system software and implements resolutions. Monitors systems for performance and security.
3. Develops and operates Storage™ (SAN, NAS), backup and disaster recovery plans, and an enterprise anti-virus / patch management infrastructure.
4. Evaluates equipment and software capability; researches and resolves problems; makes technical recommendations.
5. Researches and evaluates information technology hardware and software system requirements; configures, installs and maintains server hardware and software when applicable. Recommends, implements, and ensures systems security.
6. Provides tier three operational support as needed.
7. Develops and maintains physical and virtual server provisioning.
8. Assists other ITS staff in the use of the system software.
9. Reviews vendor software bulletins to prevent potential problems; installs updates and modifications as required; confers with program product vendors regarding new product releases and problem resolutions.
10. Prepares client, operations and systems documentation according to pre-established standards.
11. Performs other related duties as assigned.

Reporting Relationships:
Direction Received: Reports to the Supervisor, Infrastructure Systems

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Direction Given: No authority or responsibility for the supervision of other staff or program administration

Minimum Requirements:

Associate’s degree from an accredited institution in computer science or information technology related field, 2 years of experience in network or infrastructure administration or support, a combination of at least 18 semester hours of courses in computer science completed and 4 years of related experience may substitute for the associate’s degree; industry certification related to network administration preferred.

Knowledge, Skills, Abilities and Worker Characteristics:

Depending on the operational needs of the department, knowledge in the following is needed:

- Principles, methods and procedures of operating computers and applicable servers
- Data management techniques including data security and disaster recovery systems and procedures
- Server administration in a secured environment
- Thorough knowledge of Microsoft Core Enterprise™ services
- Thorough knowledge of DNS, DHCP, SMTP and other core protocols
- Knowledge of Unix/Linux™

Possesses positive and professional outlook, personal integrity, problem solving ability and ability to handle stress
Skills in operating, installing, maintaining, configuring, and troubleshooting a variety of highly technical computers, servers and peripherals
Knowledge of systems analysis and information system concepts, techniques, and operating principles
Understanding of program specification, designing, testing and prototyping
Ability to maintain effective working relationships with those contacted in the course of work
Ability to manage time, communicate clearly and concisely, document and maintain organization of work
Maintain a customer focus in providing technology services to the College’s community

Working Conditions:

Typical office environment; infrequently lifting and carrying items up to 15 lbs.; infrequently twisting or bending at the waist, pushing, kneeling, stooping or reaching overhead; infrequently traveling between buildings on campus or to other campuses; frequently listening to and talking with students, faculty and other staff members either in person or by telephone; frequently sitting at a desk or workstation using a computer display, keyboard, and mouse; minimal exposure to electrical hazards

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position’s role, scope, FLSA status, or grade.

April 2008