

Job Description

Job Title: Systems Administrator - AIS Grade: M

Department: Information Technology Services 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:

An entry to mid level position for a Knowledge Professional focusing in the functional areas of Programming and Systems Analysis as needed by the Information Technology Services Department in delivering service and support to clients. Under general direction, performs a variety of technical duties by providing technical support including coordination, maintenance, upgrades and overall support for computer systems; administers, evaluates and modifies systems to assure proper security and operation; plans, coordinates, and implements system software program release changes for enterprise servers; resolves technology problems and provides for system enhancements; provides technical support and assistance to clients.

Characteristic Duties and Responsibilities:

- 1. Plans and coordinates the installation of new releases and system software. Install and test new system software releases and place them in production mode after successful testing.
- 2. Troubleshoots problems with system software to successful resolution. Monitors systems for performance and security.
- 3. Assists staff in the use of the system software.
- 4. Reviews vendor software bulletins to avoid potential problems and installs updates and modifications as required.
- 5. Confers with program product vendors regarding new product releases and for problem resolutions.
- 6. Evaluates equipment and software capability; researches and resolves problems; makes technical recommendations.
- 7. Researches and evaluates information technology hardware and software system requirements; configures, installs and maintains server hardware and software when applicable.
- 8. Evaluates, recommends, implements, and ensures systems security.
- 9. Prepares client, operations, and systems documentation according to pre-established standards.
- 10. Provides operational support as needed.

Reporting Relationships:

Direction Received: Reports to Supervisor and/or Executive Director for Administrative Information

Services

Direction Given: May coordinate and/or lead less experienced staff and/or student employees



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Minimum Requirements:

Associate's degree, 1 to 3 years of related experience, a combination of course work and experience may substitute for the degree; industry-specific certification 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
- Higher Education ERP
- Web infrastructure and services

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; systems analysis and information system concepts, techniques, and operating principles; 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; may occasionally lift lightweight objects up to 25 lbs. and may experience minor discomfort from frequent use of a video terminal