PURPOSE

The Systems Administrator is a crucial component of our team that provides support, maintenance, and planning for our widespread IT environment. The ideal candidate must be a self-starter possessing sound judgment, strong problem-solving skills, and can communicate effectively with a broad range of audiences and a hunger to learn. In this role, you will work closely in support of the Database, Development, and Systems Administrator and provide tier 2 support to the service desk team. The System Administrator monitors all IT systems, maintains-change-updates the AD structure, assists with build management, ensures that backup systems operate effectively, manages hardware and software maintenance, and contributes to organizational policy management, and enforces quality standards.

RESPONSIBILITIES

Services – Forward thinking
Operations – Day to day support at Tier 2 (20%)
- Act as tier 2 technical support for the service desk. Maintain and support servers, desktop application (physical and virtual), printers, and facility technologies. Identifies issues and resolves hardware and software problems through an appropriate course of action by using and establishing policies and procedures. Create and maintain system documentation, operational procedures, architectural documentation, and hardware/software inventory.

Maintenance – Monitor, maintain, improve, document (30%)
- Evaluate, understand, and select amongst technical tradeoffs to engineer and IT solutions from hardware acquisition to production operations.
- Conceptualize, implement and support the specific implementation of industry-standard technologies.
- Provide high-level technical expertise in the design, purchase, and implementation of system architecture, including the purchase of new system hardware and software.
- Establish and maintain system documentation required to support multiple systems in a demanding environment.
- Maintain server infrastructure, including assembly of server hardware and software and implementation of essential network services. Install, perform necessary upgrades and configure network printing, active directory structures, rights, security configurations, software installation, file/directory access services, storage, and hyper-converged systems.

Administration – Supporting active applications and projects (50%)
- System administration for multiple systems implementing Microsoft operating systems, including multiple operating systems, files, data, and web servers, supports HFS concerns through the University campus.
- Responsible for security administration, disaster recovery, and security management applications and access controls (Citrix, Bomgar, Firewalls, Remote Desktop, etc.).
- Install, configure and maintain multiple servers that support vendor and custom applications and system services, which are used by staff and students at numerous locations throughout campus.
- Member of on-call team for critical events which could require 24x7 after hour’s on-site response
- Manage 3rd party integrations and support services for POS, Card office, and authentication tools
- Strong Customer Service and Problem Solving Skills
• Other duties as assigned

IMPACT TO THE UNIVERSITY

Efficient systems promote the fiscal health of the department and the successful delivery of service to our student customers.

POSITION COMPLEXITIES

Working with end-users and systems requires tact and diplomacy, and the ability to remain calm and focused in stressful situations. Work is performed in a cross-functional team environment where leadership changes based on the job at hand. Works with a client base that may have competing priorities. Position works with diverse business systems and rules. Successful employees will demonstrate flexibility and adaptability.

WORKING CONDITIONS

Works primarily in an office environment, with a Monday-Friday day schedule. The nature of the work may require taking calls and responding to emergencies after hours as well as working nights and weekends when systems can be taken offline. HFS staff are expected to participate in special events that infrequently occur after hours.

SUPERVISION RESPONSIBILITIES

None

REPORTS TO

Manager – Departmental Computing, Information Technology

MINIMUM QUALIFICATIONS

• Five years of administrative experience with Microsoft systems in a complex, heterogeneous network environment
• Proven experience with enterprise applications and hypervisors and virtualization
• Scripting experience (especially Command and PowerShell)
• System management applications (Examples: SCCM, Solarwinds, CMS, RT, ServiceNow, etc.)
• Basic understanding of MSSQL, IIS/Apache, Exchange administration
• Experience with setup and maintenance of server, storage, backup, networking, office equipment, and communications equipment
• Basic Networking (TCP/IP, DNS, Routing, Sub-netting)
• Experience with Shibboleth or other federated software packages to allow single sign-on
• Bachelor of Science degree in computer science or equivalent experience

DESIRED QUALIFICATIONS
• SharePoint installation and setup administration
• Relevant certifications (MCP, CCNA, MCSE, etc.)
• AZURE or AWS cloud administrator (Nice to have)
• CITRIX Certified Professional (Nice to have)
• Experience with Nutanix and HCI (hyper convergence infrastructure)
• Experience with Linux

**CONDITION OF EMPLOYMENT**

A satisfactory outcome from the employment reference check processes and education verification