

# Job Description



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**Position Title:** System Administrator

**Department:** Technology Services

**Employment Category:** Exempt Staff

**Primary Location:** District-wide  
Based on the Sierra Vista Campus

**FLSA Classification:** Exempt  
**Remote Eligible:** No

**Parameters:** Full-Time; 12 Months/Year

**Pay Grade:** EX11

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**Position Summary:** The System Administrator is responsible for managing and maintaining the data and voice networks, servers, server-hosted applications and services, and related hardware, software, and cloud systems, as well as participation on technology project teams, developing, reviewing, and maintaining technical documentation, and delivering solutions in accordance with the District's Information Security Program.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Manages, maintains and supports data and voice communications, network services, server operating systems, IT systems management applications, and related hardware, software, and cloud systems

Troubleshoots networks, systems, and applications to identify and correct malfunctions and other operational issues

Installs and configures network and datacenter hardware, software, and related infrastructure systems and protocols

Develops, maintains, and reviews technical documentation to include but not limited to standard configurations, as-built configurations, and standard procedures

Oversees the proper configuration of data and system backups and periodically verifies

Participates on technology project teams ensuring assigned project responsibilities are delivered within project constraints

Monitors the network and server environment to ensure appropriate scale and availability to meet the requirements of the District

Monitors emerging technology developments and identifies innovations to support the District.

Performs other related duties as assigned

**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work

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performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

## **Education and Experience Requirements:**

Bachelor's degree in computer science, information technology or related field from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Three years' related experience

*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be consider.*

## **Knowledge, Skills and Abilities:**

Knowledge of and ability to follow college policies and procedures

Knowledge of current information technologies including but not limited to Infrastructure as a Service (IaaS), Linux and Microsoft Server administration, Virtual infrastructure, Microsoft Active Directory Domain Services, and Microsoft File Services

Knowledge of the TCP/IP protocol suite and administering layer 2 and layer 3 network equipment, wireless infrastructure, and LAN protocols

Knowledge of Unified Communications (UC) suites including email, audio & video conferencing, chat/instant messaging, voice over IP (VOIP), and video calling

Knowledge of diagnostic tools and their employment in troubleshooting

Knowledge of systems growth analysis and capacity planning processes and techniques

Knowledge of disaster recovery systems and procedures

Knowledge of systems security protocols, policies, and procedures

Knowledge of a broad range of multi-user computer systems, applications, and/or equipment

Skill in project management, time management, and initiation and execution of tasks Skill in presenting ideas and concepts orally and in writing

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to communicate technical information to non-technical personnel

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identify solutions, and takes appropriate action to resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

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**Work Environment:** Work is primarily performed under general supervision in a typical office setting with appropriate climate controls. Will require some work during evening and weekend hours and travel to district campuses.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, ability to communicate.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

**Mental Application:** Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports To:** Director of Infrastructure and Network Services

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.