

CLASSIFICATION SPECIFICATION

Senior Systems Specialist

FT/PT Class Code: 5107, 5607 Pay Grade: B/C 20 FLSA: Exempt Rev. 09-27-17

SUMMARY STATEMENT: An incumbent is responsible for all aspects of systems administration of Collegewide servers including hardware and software installation and maintenance. The incumbent will research new appropriate systems technologies, including building test environments to analyze effectiveness in order to make recommendations for production deployment. In addition, the incumbent will supervise Systems Specialists as assigned.

NATURE AND SCOPE:

An incumbent typically reports to an administrative or technical supervisor and may be on call after normal operating hours. Duties include: supervising Systems Specialists, assigning project tasks to Systems Specialists, monitoring system performance; installing, maintaining, and repairing a wide variety of server hardware, systems software, network, and advanced storage system equipment; ensuring compatibility between computers, peripheral equipment and networks; providing for the security of the network; providing instruction to users; maintaining inventories; writing specifications for bids; and providing technical support to members of the College community. Principal contacts are with the department director, senior level systems supervisors, faculty, staff, students, and vendors. This classification is differentiated from Systems Specialist due to having enterprise level of access to all Collegewide servers, the complexity of projects assigned, and project management duties which includes assigning project tasks to Systems Specialists.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Responsible for all aspects of administration of one or more designated high-level systems software packages, e.g. Exchange, Active Directory, Single Sign-On systems, VMware Vsphere, Hyper-V, Content Management Systems, workstation deployment systems, web servers, and other system and utility programs. Has enterprise level access to all Collegewide and campus servers.
2. Hires, trains, evaluates, and supervises Systems Specialist(s). Serves as project manager for assigned complex projects and delegates tasks to Systems Specialists. Performs advanced systems integration design as well as deployment planning including the most appropriate and efficient way for client desktops to interact and use system applications and servers.
3. Configures, maintains, troubleshoots, and repairs file servers, firewalls, routers, switches, wireless access points, fiber optic cabling connections, copper network connections, workstations and laptops. Contacts vendors for major problems and when the equipment is under warranty or service contract.
4. Provides documentation and instruction to faculty and staff in the procedures, methods, and use of technology resources.
5. Recommends campus purchase of systems hardware, software, and peripherals.

PRINCIPAL ACCOUNTABILITIES, cont'd:

6. Performs system analysis, determines system requirements, and designs, installs, and maintains server systems and associated peripherals and storage systems. Monitors system operation and performance and provides system support as required both during and outside of normal business hours and work days.
7. Develops and maintains desktop deployment strategies including developing methods to distribute applications to clients and automated methods to manage desktop PCs and other network devices.
8. Keeps current concerning state-of-the-art trends in the field.
9. Writes bid specifications. Oversees delivery and installation. Monitors warranty and/or service contracts.
10. Maintains inventory and repair records.
11. Serves as departmental representative on campus committees to provide input regarding server and systems issues as assigned. Assists Associate Vice President for Information and Instructional Technology and/or the Director of Information Technology Systems with special projects as assigned.
12. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of state-of-the-art trends in technology.
- ◇ Knowledge of network server software theory, components, and configuration.
- ◇ Knowledge of the theory, components, and configuration of personal computers, servers, printers, Storage Area Networks, and enterprise backup solutions.
- ◇ Knowledge of computer systems and software packages used in audio and visual transmission.
- ◇ Knowledge of PC operating systems, including software, hardware, and their configurations.
- ◇ Knowledge of the relevant modern Internet protocol standards.
- ◇ Knowledge of the methods and procedures used to safeguard network security and to detect security violations.
- ◇ Knowledge of the techniques, practices, and methods of monitoring networks for response time and for traffic analysis.
- ◇ Knowledge of the methods and procedures of inventory control.
- ◇ Knowledge of purchasing methods and procedures.
- ◇ Skill in the use of hand tools.
- ◇ Ability to write scripts using VBA, Perl, Unix Shell, Windows command line and PowerShell.
- ◇ Ability to read and comprehend schematics and technical manuals.
- ◇ Ability to diagnose hardware, software, network, and/or telecommunications problems and take appropriate actions to correct the problems.
- ◇ Ability to establish and maintain effective relationships with co-workers and vendors.
- ◇ Ability to write clear, concise, and informative reports.

MINIMUM QUALIFICATIONS:

- ◇ Bachelor's degree in a computer related field or other equivalent combination of education and experience.
- ◇ Four (4) years of VMware and/or Hyper-V server administration experience.
- ◇ Two (2) years of network administration experience.
- ◇ Two (2) years of Unix/Linux server administration experience.
- ◇ Two (2) years of Windows server administration experience.