

CLASSIFICATION SPECIFICATION

Systems Specialist

FT/PT Class Code: 5106, 5606 Pay Grade: B/C 18 FLSA: Exempt Rev. 09/27/17

SUMMARY STATEMENT: An incumbent is responsible for all aspects of systems administration of designated campus and 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.

NATURE AND SCOPE:

An incumbent typically reports to an administrative or technical supervisor and may be on call after normal operating hours, and is responsible for providing systems administration and top-tier troubleshooting for a variety of physical and virtual servers running Windows and Linux in a VMware and Hyper-V enterprise environment. Duties include: monitoring system performance, installing and maintaining server hardware, software, network, and storage area network equipment. An incumbent will also be responsible for Windows workstation OS, software deployment and application packaging via automated methods; monitoring and configuration of campus backup systems, and campus LAN duties involving monitoring, configuring, and troubleshooting of Ethernet switches, wireless access points, firewalls, and router hardware. Principal contacts are with faculty, staff, students, and vendors.

PRINCIPAL ACCOUNTABILITIES:

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

1. Installation, administration and support for many aspects of campus and Collegewide servers and software running on Windows and Linux platforms virtualized within a VMware vSphere and Microsoft Hyper-V environments as required, both during and outside of normal business hours.
2. Performs systems integration design, as well as, develops and maintains enterprise desktop deployment strategies including the most appropriate and efficient ways for client desktops to interact with and use system applications and server resources.
3. Configures, maintains, and troubleshoots network hardware including switches, wireless access points, firewalls, and routers.
4. Provides technical support using creative and adaptive methods for solving advanced problems.
5. Provides documentation and instruction to faculty and staff in the procedures, methods, and use of technology resources.
6. Keeps current concerning state-of-the-art trends in information technology.

PRINCIPAL ACCOUNTABILITIES, cont'd:

7. Serves as departmental representative on campus committees to provide input regarding server and systems issues as assigned.
8. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge and experience with enterprise server virtualization management.
- ◇ Knowledge and experience configuring and troubleshooting the latest generation Windows desktop clients.
- ◇ Knowledge and experience configuring and managing network switches and wireless AP's.
- ◇ Knowledge of the theory, operation, and configuration of workstations, servers, Storage Area Networks, and tape/disk backup products.
- ◇ Knowledge and experience with MS Active Directory, MS SQL Server, and MS Deployment Toolkit
- ◇ Knowledge of TCP/IP and common network protocols and services.
- ◇ Knowledge of the techniques, practices, and methods of monitoring networks for response time and for traffic analysis.
- ◇ Ability to read and comprehend schematics and technical manuals.
- ◇ Ability to diagnose and troubleshoot advanced 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:

- ◇ Associate degree in a relevant field and (2) years of systems administration experience; or (4) years of systems administration experience.