

JOB DESCRIPTION



Position Title: Senior Systems Administrator

Department: Technology Services

Employment Category: Exempt Staff

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

FLSA Classification: Exempt
Remote Work Eligible: No

Parameters: Full-Time; 12 Months/Year

Pay Grade: EX13

Position Summary: The Senior Systems Administrator is responsible for managing and maintaining the data and voice networks, servers, server-hosted applications and services, cloud-hosted applications and services, and related hardware, software, and cloud systems; identification and development of improvements to associated systems and applications in order to improve efficiency, security, performance, features or automation improvements; participation on technology project teams including leading implementation of projects; 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, and when applicable, the security, data safety and integrity, disaster recovery of those systems

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

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

Troubleshoots networks, systems, and applications to identify and correct malfunctions and other operational issues; performs installation, maintenance and training, and user support; provides technical and support to administrative users; assists with telephone troubleshooting and repair

Participates and may lead technology project teams ensuring assigned project responsibilities are delivered within project constraints

Plans and implements system security policies, group policies, host and client access, file permissions, and user accounts; conducts growth analysis and capacity planning; plans and coordinates projects to meet future needs; assists in the development of capital and operating budget proposals

Researches, evaluates purchases, installs, configures, and troubleshoots all hardware, peripherals, services and equipment necessary 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 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

Four years' related experience

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

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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 Entra, Microsoft Azure, Microsoft File Services and Oracle Cloud Infrastructure
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 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

Work Environment: Work is primarily performed under general supervision in a typical office setting with appropriate climate controls. Will require occasional after business hour work including occasional night and weekend work.

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.