

IT SYSTEM ADMINISTRATOR

POSITION: IT System Administrator (SA)

DEPARTMENT: Information Technology

ACCOUNTABLE TO: IT Director

SALARY: \$47,811 - \$51,910

SUMMARY OF WORK:

The System Administrator (SA) is responsible for effective provisioning, installation / configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual also participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance that is consistent with college goals, industry best practices, and regulatory requirements.

JOB CHARACTERISTICS:

Personal Contacts:

This position has frequent contact with College officials, faculty, students and the public.

Supervision Received:

Supervised by IT Director with regular meetings for guidance and work requests.

Supervision Exercised:

Provide Supervision when requested by IT Director.

Essential Functions:

This position performs duties associated with the installation, operation and maintenance of computer workstations and servers. Some travel is required for training purposes and to attend seminars. This position may be in an on-call status and provide support for college events when emergency situations arise such as server down time, etc. Some duties are performed outside when required.

RESPONSIBILITIES:

- Responsible for the investigation and resolution of hardware and associated software problems that affect the college's computer systems.
- Review and resolve IT help-desk requests.
- Properly update tickets with status, progress and detailed resolution steps to each ticket.
- Develop and maintain operational, procedural and informational documentation for information systems, implement security measures and disaster recovery procedures.
- Maintains inventory of all technology equipment.
- Evaluates departments needs for updated computers.
- Manage user accounts, permissions, access rights, and storage allocations in accordance with

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- best-practices regarding privacy, security, and regulatory compliance.
- Perform periodic performance assessment to support upgrade planning.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Limit access to root or privileged supervisory accounts. In general, only system administrators should have access to such accounts. System users should generally not be given unrestricted access to root or privileged supervisory accounts. As with all accounts, authorization for root or privileged supervisory accounts must be approved in accordance with TMCC policies.
- Meets with department heads to determine user needs before recommending equipment to be purchased.
- Maintains a high level of quality for customer related issues.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases
- Is responsible for maintaining the phone, fire alarm and security systems for the institution.
- Prepares and submits accurate and timely reports.
- Participates in scheduled Jenzabar modular manager's meetings.
- Other duties as assigned.

JOB REQUIREMENTS:

Knowledge:

This position requires a familiarity with standard computer systems concepts and best practices for hardware and software.

Skills:

This position requires skills necessary to evaluate computer systems both hardware and software and recommend changes. This position will assist in the continuous recruitment and retention of TMCC students. This position will use a positive attitude to effectively communicate with the public and their co-workers.

Abilities:

Must have the ability to perform complex repairs and upgrades to both hardware and software. Must have ability to make procedural decisions in an objective manner. Must be able to communicate effectively in written and oral formats.

Physical Demands:

Position will occasionally require long periods of sitting and working on the computer and other office paperwork. May have to lift and move as much as 30 pounds short distances; heavy pulling of objects up to 60 pounds.

Privacy and Ethical Responsibilities:

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- Behave ethically. Because of their job responsibilities, system administrators have special access to files and data that are controlled by individuals; this access confers the responsibility to take suitable precautions to respect the privacy of that content.
- Treat the files of system users as private. During maintenance, updates, and repair, a system administrator may have incidental contact with user files, including electronic mail, in the course of performing of his or her duties. The contents of such files should be kept confidential except for alleged violations of law or policy.
- Report violations of law and policy. If through normal maintenance or support activities the System Administrator sees data which is indicative of a violation of College Policy or federal, state, or local law, the administrator has a responsibility to report this information to the appropriate authority.

REQUIRED QUALIFICATIONS:

- Minimum of an Associate degree in technology related field.
- 5 years IT experience.

PREFERRED QUALIFICATIONS:

- Bachelor of Science in Information Systems, Management Information Systems, or Computer Science.
- 2 years IT experience.

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Revised: 9/13, 5/18, 8/18