

TOMPKINS CORTLAND COMMUNITY COLLEGE

POSITION TITLE

Systems Administrator

GRADE

3

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ORGANIZATIONAL UNIT

Campus Technology

REPORT TO

IT Infrastructure
Manager

APPROVED BY

Board of Trustees
July 19, 2007

SUMMARY

The Systems Administrator is responsible for the effective provisioning, installation/configuration, operation, and maintenance of systems hardware, software, and related infrastructure. This role ensures that system hardware, operating systems, software systems, and related procedures adhere to institutional values, enabling faculty, staff, and students.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. **Security:** Apply OS patches and upgrades on a regular basis and upgrade administrative tools and utilities. Implement and maintain system security strategies, policies, and procedures. Security camera setup, troubleshooting, and administration.
2. **Infrastructure Management:** Install, configure, test, and maintain operating systems, application software, and system management tools.
3. **Identity and Access Management:** Oversee and manage identity solutions, ensuring user access rights are appropriately granted and maintained. Implement and maintain access security policies and procedures to ensure data integrity and security.
4. **User Support:** Provide technical support related to systems and server applications to ensure optimal performance. Respond to help desk requests in a timely manner.
5. **Proactive Maintenance:** Monitor and test application performance for potential performance issues, identify solutions, and work with developers to implement fixes.
6. **Backup and Recovery:** Oversee the backup, replication, and recovery of all critical systems. Regularly test backup strategies.
7. **Documentation:** Maintain system standards with updated documentation, diagrams, and detailed configurations.
8. **Collaboration:** Work closely with other departments in the institution to integrate and streamline IT solutions. Serves on various College committees as assigned.
9. **Recommendations and Procurement:** Provide expert recommendations on network architecture and procurement strategies. Stay updated with the latest technologies and best practices to ensure the institution's network remains efficient and modern.

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10. **Professional Development:** Stay current with the latest technologies, participate in educational opportunities, read professional publications, and maintain personal networks.
11. **Project Management:** Assist in planning and deploying new applications and hardware upgrades.
12. **Network Assistance:** Collaborate with network administrators to ensure efficient system performance and interoperability: network switch/port troubleshooting.
13. **Emergency Response:** Participate in after-hours upgrades, troubleshooting, and/or on-call availability as needed.
14. **Authority:** Moderate to considerable autonomy and independent judgment are exercised. Although guidelines and procedures are usually available, cases may require the interpretation, evaluation, or creation of guidelines or procedures as they relate to a particular situation.
15. Performs other job-related tasks as assigned.

SUPERVISION

Types Supervised (check each category):

_____ Classified Staff
_____ Administrative
_____ Faculty
_____ Adjunct Faculty
___x___ Students

Indicate number in each category:

_____ # of Classified Staff
_____ # of Administrative
_____ # of Faculty
_____ # of Adjunct Faculty
___1-2___ # of Students

MINIMUM QUALIFICATIONS

Bachelor's degree in Computer Science, Information Technology, or related field and one year of directly related work experience or equivalent combination of education and experience. Demonstrated experience with Linux, Windows Server, Microsoft Active Directory, VMware, Hyper-V, etc.

PREFERRED QUALIFICATIONS

- Experience in a higher education setting applications is a plus.

PHYSICAL SKILLS AND ABILITIES

- Strong troubleshooting and problem-solving skills
- Excellent communication and interpersonal skills
- Must be able to lift and move equipment (estimated weight of 25 lbs.)