Position Title: Systems Administrator

Department: Information Technology

Reports To: IT Director

Classification/ FLSA Status: Level II (Full time / Non-exempt)

Primary function: Oversee, maintain, and optimize the college's technical infrastructure including computer systems, networks, servers and operational security. This role ensures the efficient and secure operation of all IT-related functions, providing a robust and efficient environment for the organization's operations and growth.

Key Responsibilities:

1. Ensure all systems are running efficiently and effectively. Perform regular updates, patches, and preventive maintenance. Stay informed about the latest software updates and compatibility issues.
2. Monitor network performance, ensure network security, and troubleshoot connectivity issues. Regularly test network speed and latency to ensure optimal performance. Configure and manage switches and connections for endpoints. Mentor the Jr. Systems Administrator in the administration of the network.
3. Administer servers, manage server configurations, backups, and ensure high availability of services. Stay updated with the latest server hardware technologies to ensure efficient operations. Mentor the Jr. Systems Administrator in the administration of the servers.
4. Implement and maintain security protocols. Monitor systems for any irregularities and ensure data protection. Stay updated with the latest cybersecurity threats and countermeasures.
5. Monitor and address all security concerns found in vulnerability assessment software as well as security monitoring systems. Raise and discuss any concerns with the IT Director for risk acceptance or mitigation. Reconcile and assure inclusion of all needed systems in all protections, management and vulnerability scanning.
6. Serve as the backup personnel to implement and oversee backup procedures. Ensure data recovery processes are in place and tested regularly. Test recovery processes periodically to ensure data integrity.
7. Provide technical support to employees. Address issues related to hardware, software, and network. Stay informed about common user issues and their resolutions to provide quick support.
8. To create knowledge base articles for self-help by end users.

9. Maintain documentation of all hardware, software, and network configurations. Update as necessary. Ensure documentation is detailed and technical enough for troubleshooting purposes.
10. Coordinate with vendors for the procurement of new systems and software. Research and evaluate the latest products and technologies offered by vendors.
11. Oversee the company's website infrastructure, ensuring optimal performance and uptime. Coordinate with web developers to implement updates, patches, and new features. Monitor website load times and optimize assets for faster delivery.
12. Serve as Tier 2 support for any issues not able to be resolved by Tier 1 personnel. Will also determine when to involve any 3rd party support and / or the IT Director in resolution.
13. Monitor system performance and recommend upgrades or changes as necessary. Analyze system logs to understand usage patterns and potential bottlenecks.
14. Stay updated with the latest technologies and best practices in systems administration. Engage in hands-on experiments and projects to apply new knowledge.
15. Coordinate and actively participate in the annual Lyceum program, ensuring effective representation and engagement. Collaborate with team members to prepare presentations, workshops, and discussions, while also fostering relationships with attendees, sponsors, and other stakeholders to enhance the program's impact and reach.
16. Adapt to varying work schedules including overtime and weekends as necessitated by projects and /or special events and to undertake miscellaneous tasks or projects outside of regular responsibilities as directed by the IT security manager, demonstrating flexibility and a proactive approach to support the college's evolving needs and objectives.
17. Commitment to the mission of Sherman College

Basic Knowledge and Skills:

Knowledge of system design, development, implementation, and user support principles and practices.

1. Educational Background: Associate's degree in Computer Science, Information Technology, or a related field.

2. Professional Experience: Minimum of 2 years of experience in systems administration or a closely related role.

3. Technical Proficiency: Strong knowledge of operating systems (e.g., Windows, Linux), networks, and server configurations.

4. Certifications: Relevant certifications such as MCSA, MCSE, CompTIA Network+, or CompTIA A+ are advantageous.

5. Problem-Solving Skills: Demonstrated ability to troubleshoot and resolve technical issues efficiently.

6. Communication Skills: Effective verbal and written communication skills to liaise with team members, vendors, and other stakeholders.

7. Security Awareness: Familiarity with standard security protocols and best practices to protect data and IT infrastructure.

Physical demands and work environment:

Physical Demands: During the execution of this job's responsibilities, the employee may occasionally need to walk, stand, or sit; utilize their hands for various tasks such as handling objects or controls; communicate verbally and listen; run, drag, or pull cables in tight areas, ceilings, or other appropriate spaces; climb up or down ladders; lift items like computers, speakers, and other equipment, moving them vertically or horizontally. The role also demands specific visual capabilities, including near and distant sight, as well as the capacity to fine-tune one's focus.

Mental Stresses: Multi-task & challenging demands

Work environment: While performing the duties of this job the employee works in an uncontrolled work environment that may include heat and cold and the noise level in the work environment will frequently be above normal.

General sign-off: The employee is expected to adhere to all college policies and to act as a role model in the adherence to policies.

I have read and understand this explanation and job description:

Signature: _____ Date: _____