Title: Systems Administrator

Function: Under the direction of the Chief Information Officer within the Center for Technology Services (CTS) department and as a member of the Network & Systems Group (NSG), the Systems Administrator is responsible for the implementation, configuration, maintenance, and support of server hardware, software, and their corresponding infrastructure. The Systems Administrator will maintain both physical and virtual systems, and will collaborate with other CTS staff when creating and deploying new solutions.

Description of Duties and Tasks:

Essential Responsibilities:

1. Installs and maintains campus’ servers and corresponding software products. This includes primary support for Hyper-V and Windows servers, and support for our limited Linux and Mac servers.

2. Monitors server and application functions and usability; reviews performance utilization, and tunes systems to maximize availability and accessibility.

3. Oversees the physical access, online access, and system security of all campus servers.

4. Configures and maintains account creation and distribution, group policy, file backup and restoration, storage quotas, and software updates or releases.

5. Designs, implements, administers, and maintains college Storage Area Network (SAN) and backup/recovery servers. Operates backup service for all data, files, and servers.

6. Updates and maintains the Office 365 and Exchange email environment for Gordon; consisting of virtual and cloud-based systems.

7. Implements policies, procedures, and processes to support administrative and academic servers, email, web activities, security, DNS, DHCP, and external access.

8. Creates and maintains automated solutions that integrate and utilize data from Active Directory, Microsoft Exchange, Microsoft SQL, and Hyper-V.

9. Develops, installs, and maintains test and training server environments for CTS staff and the wider campus community as needed. This includes the use of virtualization and consolidation technology.

10. Instructs CTS staff and other College personnel on the correct procedures of systems/network
such as data security, email, storage quotas, file distribution, updates, enhancements and integrity of systems.

11. Serves as a technical resource for other CTS staff in resolving server and client operating system and configuration problems. Acts as a liaison between CTS staff in the Center for Technology Services and external vendors to resolve problems with supported systems.

12. Installs, configures, and manages an iSCSI storage network.

13. Prepares and maintains written documentation for processes, backup policies, and user instructions for all servers, appliances, network/system applications, and telecommunications applications.

14. Provides additional technical and managerial duties as assigned.

Shared Responsibilities (with other team members):

1. Resolves support tickets assigned to the Network System’s team in a timely fashion, always striving to provide excellent customer service.

2. Plans for and responds to systems, telecommunications, and network related outages.

3. Assists with moves, adds, and changes related to telecommunications technologies.

4. Assists in maintaining an accurate inventory of network related technology assets.

5. Acts as one of the primary on-call IT staff during non-business hours (nights & weekends) in a collaborative effort with other staff within the Network and Systems group to maintain uptime of network and system services.

6. Cross-trains with other CTS staff, specifically within the Network and Systems group to ensure network/system operation in their absence.

7. Assists in maintaining the security of all Network and Systems solutions.

8. Analyzes, administers and programs various network/systems functions that support Information Technology infrastructure including: involvement in each phase of network/systems life-cycle, needs analysis, acquisition or development, implementation, and maintenance.

9. Assigns tasks to student employees as needed.

**Required Knowledge, Skills and Abilities**

In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be
accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.

2. Commit to helping new Gordon employees feel welcome.

3. Be friendly and helpful when the position interacts with and serves students.

4. Good communication skills with both technical and non-technical users in order to effectively assist end users’ ability to achieve their goals.

5. Advanced knowledge and experience or a very high technical aptitude for learning to configure, operate, optimize and maintain Windows Operating System servers, Hyper-V virtualization technologies, security hardware and software, and system services such as email, voice/data integration, file servers, Storage Area Networks and the like in a multi-platform client environment.

6. Ability to learn new systems and integrate them into existing ones.

7. A working knowledge of data security, data encryption and current state and federal regulations involving information security.

8. A working knowledge of Powershell or aptitude to read and write automated solutions using Powershell.

9. Excellent skills in troubleshooting complex systems.

10. Have the ability to write accurate and detailed documentation used as references for employees/teammates.

11. Knowledge and use of complex systems/network hardware, protocols, monitoring methodologies, and configurations.

12. Interpersonal skill in relating to colleagues and fielding their technical questions.

13. An inclination to keep the operating environment lean, efficient, and as organized as possible.

14. A bachelor’s degree in a technical field or two years relevant experience is preferred.

Position Code:
Grade:
FLSA Status:  Non-exempt