Application Administrator

Job Code 50007574

General Description
Responsible for monitoring and maintaining metrics on performance and availability of application servers/services.

Examples of Duties
- Assist in installation, configuration, and maintenance of server software.
- Identify and select administration tools/approaches.
- Evaluate impact of patch sets.
- Assist in planning and execution of ERP upgrades.
- Manage and support changes in application configuration and software through development, testing, training and production environments.
- Participate in the installation and configuration of peripherals.
- Participate in the design, implementation, testing, and execution of backup and recovery procedures.
- Obtain, assess impact, and apply vendor supplied software updates.
- Assist in planning and execution of version upgrades.
- Monitor resource sizing and utilization and plans for the future.
- Conduct and communicate lessons learned.
- Conduct benchmarking and feedback with others.
- Identify, communicate, resolve, and/or escalate problems and issues.
- Implement quality improvement activities.
- Provide 3rd/4th level of support.
- Respond to customer questions and concerns.
- Provide input to change management and end-user training team.
- Provide project management as needed.
- Participate in budgeting and resourcing activities.
- Perform other duties as assigned.

Knowledge, Skills, and Abilities
Ability to: Understand and interpret policies, procedures, technical materials and contracts, perform basic and intermediate math, exchange ideas, communicate with others, listen for understanding, make effective presentations, communicate with junior members and provide coaching and guidance, manipulate application parameters, design and implement backup/recovery plans and strategies, use design tools, select most appropriate tools and methods, research, recommend, identify/develop new tools, strategies and methods, define project deliverables and tasks, manage projects, troubleshoot
problems, document troubleshooting procedures, perform risk analysis, identify multiple options, prioritize workload.

**Skill in:** Preparing reports, letters, and proposals, working as a team member, motivating and supervising others, analyzing user requests and workflows, identifying and correlating problems, prioritizing workload, critical thinking.

**Knowledge of:** Campus network services and application system landscapes, application architecture, design concepts, interrelationships between various landscapes, systems and databases, server operating systems, campus data communication standards and protocols, internet service components, university organization.

**Experience and Education**
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

**Other Requirements**