

## **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.  
Evaluates impact of patch sets.  
Assists 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 3/4 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**

**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.

**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.

**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.

**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**