

## **Systems Administrator II**

### **Job Code 50023874**

#### **General Description**

Responsibility for the administration and maintenance of servers and services managed by the team.

#### **Examples of Duties**

Maintain and troubleshoot the core systems and services provided to the university; Active Directory, WINS, Exchange, SharePoint, System Center, etc.

Monitor and maintain metrics on performance and availability of OS and application servers/services.

Perform server deployment\relocation, configuration, and maintenance, patch management, evaluation and implementation of upgrades, migration of information, enterprise application administration, ensure backup of systems, restoration of system data, disaster recovery, and business continuity.

Anticipate, identify, communicate, resolve and/or escalate problems and issues; implement quality improvement activities.

Recognize and identify anomalies (e.g. security violations, network and server response, I/O throughput, etc.) and take appropriate action.

Provide resolution of problems that have escalated from other technical professionals within the organization.

Resolve problems of increasing complexity and scope.

Identify potential problems and opportunities and recommend solutions/options.

Provide effective communication on the potential impact of various technical events and system status during normal usage, system outages, and other service interruptions.

Provide clear and effective documentation. Conduct and communicate lessons learned.

Conduct benchmarking and feedback with vendors, customers, and other peers.

Perform other duties as assigned.

#### **Knowledge, Skills and Abilities**

**Knowledge of:** System software analysis, design, and development, operating systems, layered products, communication protocols, and third party software packages.

**Skill in:** Preparing technical reports and proposals, motivating and directing others, establishing rapport, analyzing requests and determining solutions, prioritizing workload, communication and presentations.

**Ability to:** Understand, interpret and retain complex technical materials, perform intermediate math, multitask.

**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**