

## JOB DESCRIPTION – SYSTEM ADMINISTRATOR

Department:	<b>Information Technology Department</b>
Immediate Supervisor:	<b>IT Manager</b>

### MAIN DUTIES AND RESPONSIBILITIES

A senior system administrator specializes in overseeing the computer system operations in an organization. Their responsibilities primarily revolve around monitoring the performance of all software and hardware, installing servers, configuring systems, and making sure every technical aspect is running smoothly. Should there be any issues, they must take charge of troubleshooting and providing solutions. As someone with more experience, all while adhering to the school policies and regulations.

### KNOWLEDGE, ABILITIES & SKILLS

- Manage and optimize the design and delivery of projects.
- Plans ahead for necessary hardware or software upgrades to support system growth.
- Manages user accounts, assets, and assigns and updates security permissions on the network according to security policy.
- Provides support with escalated help desk requests.
- Perform daily health checking and manage drive space, CPU, and memory loads.
- Implement IIS servers for both the internal and external web servers and managing security on all web servers.
- Manage server hardware/systems, file systems backup and recovery operations, group policy development, configuration management.
- Familiar with web base ticketing system to monitor and troubleshoot report problems and implement necessary changes to ensure simulations systems availability.
- Enhance resiliency by moving services, such as DNS and DHCP, to highly available deployments.
- Maintain database and content backups for both the website and employees utilizing SAN, NAS, DAS, and cloud storage.
- Redirect technical hardware issues to vendor as necessary, coordinating hardware setup and replacement.
- Provide systems administration support for Unix systems including server/workstation upgrades, backup/disaster recovery monitoring, user account setup and security administration.
- Define and document best practices and support procedures.
- Interact with customers and staff at the technical level, as required.
- Internal/External communication skills and vendors negotiation.

### QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in computer science (or related area) preferred.
- Microsoft Certification (MCITP) or equivalent certification in relevant programs desired.
- Advanced knowledge of Windows Server (2008 R2/2019) /desktop Operating Systems (7/10/11).
- Managing server virtualization technologies like VMWare Server/ESX or Microsoft HyperV/Virtual Server.
- A solid understanding of LAN/WAN networking.
- Group Policy design and configuration.
- Strong communication and documentation skills.
- Flexible and able to adapt to a rapidly changing environment.
- Positive, self-motivated individual who can complete tasks independently.

- Must be a team player.
- 3 to 6 years of experience.

\* This job description describes in general terms the normal duties which the post holder will be expected to undertake. However, the duties may vary or be amended from time to time without changing the level of responsibility associated with the post.