

# Sam Houston State University Human Resources

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## Staff Classification Description – System Administrator I

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**Skill Category:** Professional  
**Position (Employee) Class:** 3N580 (E1)  
**Grade:** 16  
**Date:** 02/2015

**Department:** Information Technology Services – Infrastructure and Support Services

**Educational & Experience Requirement:** Bachelor's degree with a major in computer science or related field from an accredited institution with one year relevant experience. A combination of education, experience, certifications, and training that would produce the required knowledge and abilities could be considered.

**Nature & Purpose of Position:** Assists with the upkeep, configuration, and reliable operation of Sam Houston State University Information Technology systems. Acquisitions, installs, and upgrades routine computer components and software.

**Supervision Given & Received:** Works under general supervision and may supervise student employees. Assists in leading team projects involving two or more department staff.

**Primary Responsibilities:** Acquisitions, installs and upgrades computer components and software. Provides routine automation, and maintains security policies in conjunction with security office recommendations and state and federal regulations. Maintains core services to include e-mail, voicemail, printing, file sharing, authentication and access control, databases, video surveillance, disaster recovery, and storage systems. Processes service requests and tasks using the Information Technology ticketing system. Communicates effectively and timely with team members and clients. Serves as a member of project teams to build small (1 or 2 server) systems. Maintain small systems. Performs other related duties as assigned.

**Other Specifications:** Must be available for after-hours on-call support. Knowledge of operating systems and applications. Knowledge of hardware and software troubleshooting. Familiar with or some experience using technologies such as Redundant Array of Independent Disks (RAID), enterprise-class server and direct-attached storage, as well as server virtualization. Understanding of Transmission Control Protocol/Internet Protocol (TCP/IP), Domain Name System (DNS), Simple Mail Transfer Protocol (SMTP), and File Sharing protocols. This is a security sensitive position and requires a Department of Public Safety (DPS) fingerprint background check and will need to adhere to the Texas Criminal Justice Information Systems (CJIS) Systems Access Policy. Some travel is required.

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.

Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.

Sam Houston State University is Committed to Equal Opportunity in Employment and Education.