

Sam Houston State University Human Resources

Staff Classification Description – System and Operations Manager

Skill Category: Professional
Position (Employee) Class: 3N587 (E1)
Grade: 24
Date: 11/2011

Department: Information Technology Services – Infrastructure and Support Services

Educational & Experience Requirement: Bachelor's degree with a major in computer science from an accredited institution. Four (4) years relevant experience in directly related field. Project Management Professional certification preferred. A combination of education, experience, certifications, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Manage teams that design and implement new computer server systems and maintain existing servers to support the initiative of university business.

Supervision Given & Received: Works with broad direction. Supervises full-time staff members. Frequently leads team projects involving two or more department staff.

Primary Responsibilities: Manages staff and projects. Supervises system administration and data center operations. Oversees new server-related projects from inception to completion. Budgets equipment costs and allocates resources accordingly. Assists in gathering specifications, designs, and documents new systems. Reviews change management procedures during install, maintenance, and server upgrades. Writes and maintains standards and documentation templates for all teams. Identifies, analyzes, and acts upon inefficient or missing processes and procedures to ensure operational excellence. Plans for and responds to service outages and other issues. Ensures servers are backed up and data is secure. Performs light to moderate programming or scripting for task automation. Performs other related duties as assigned.

Other Specifications: Intimate knowledge of operating systems and applications, as well as troubleshooting server hardware, network, cooling, and power. Very familiar with technologies such as FM200, CRAC, UPS, ATS, diesel generator, condensing and chilled water A/C, robotic tape library, direct-attached storage, and magnetic tape media, RAID, Fibre Channel SANs, iSCSI, rack-mountable servers, server virtualization, server clusters, databases, and hardware load balancers. In-depth understanding of TCP/IP, DNS, LDAP, SMTP, SQL, SSL, SMB, CIFS, and various authentications protocols such as Kerberos and RADIUS. Requires a demonstrated ability to establish congenial work relationships and to communicate effectively within department and workgroup. Position requires incumbent to be on call 24/7. Special procedures sometimes require extended hours. 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.