

Sam Houston State University Human Resources

Staff Classification Description – System Administrator III

Skill Category: Professional
Position (Employee) Class: 3N582 (E1)
Grade: 20
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 three years relevant experience. A currently valid Microsoft Certified Solutions Associate certificate or higher, or a Red Hat Certified Engineer certificate or higher could be substituted for one year of experience. A combination of education, experience, certifications, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Oversees and maintains the upkeep, configuration, and reliable operation of Sam Houston State University Information Technology systems. Acquisitions, installs, and upgrades highly advanced computer components and software.

Supervision Given & Received: Works under general direction and may supervise student employees. Leads team projects involving two or more department staff.

Primary Responsibilities: Acquisitions, installs and upgrades computer components and software. Provides highly advanced 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 IT ticketing system. Communicates effectively and timely with team members and clients. Serve as a member of project teams to build small (1 or 2 servers) to large (up to 10 servers) systems. Maintains small to large systems. Manages federation, authentication, and access control systems. Configures automation routines using scripting and other programming languages. Administers application-level databases. Administers information technology management systems such as Satellite, System Center Operations Manager (SCOM), System Center Configuration Manager (SCCM), Dell Open Manage Essentials (DOME), Zenoss, and backups. Performs other related duties as assigned.

Other Specifications: Must be available for after-hours on-call support. In-depth knowledge of operating systems and applications. In-depth knowledge of hardware and software configuration and troubleshooting. Very familiar with Network Load Balancers and clustering technologies. In-depth knowledge of or significant experience using technologies such as RAID, enterprise class server and direct-attached storage, enterprise-class storage systems such as SAN and NAS, as well as server virtualization. In-depth knowledge of Transmission Control Protocol/Internet Protocol (TCP/IP), Domain Name System (DNS), Simple Mail Transfer Protocol (SMTP), and File Sharing protocols. In-depth knowledge of Structured Query Language (SQL), Simple Network Management Protocol (SNMP), Lightweight Directory Access Protocol (LDAP), Kerberos, Remote Authentication Dial In User Service (RADIUS), and Security Sockets Layer (SSL) technology. Familiar with storage network technologies such as Fibre Channel, iSCSI, and Infiniband. 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.