

Sam Houston State University Human Resources

Staff Classification Description – System Administrator IV

Skill Category: Professional
Position (Employee) Class: 3N583 (E1)
Grade: 22
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 four years relevant experience. A currently valid Microsoft Certified Solutions Expert certificate or a Red Hat Certified Architect certificate 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: Performs advanced or managerial 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 minimum direction and may supervise student employees. Leads team projects.

Primary Responsibilities: Acquisitions, installs and upgrades computer components and software. Provides advanced and managerial 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 any size system including complex ones (more than 10 servers with multiple integrations). Maintains any size system. Builds and manages federation, authentication, and access control systems. Manages or develops automation routines using scripting and other programming languages. Manages or develops custom written applications and/or services. Manages application-level databases. Measures, analyzes, and optimizes performance of all IT systems. Builds and manages 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. Builds and manages virtualization environments such as Vmware VSphere. Builds and manages enterprise class storage systems such as Fibre Channel Storage Area Network (SANs) and Network Attached Storage (NASs). Installs and manages Network Load Balancers, Secure Sockets Layer virtual private network (SSLVPN), and other appliances. 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. In-depth knowledge with Network Load Balancers and clustering technologies. In-depth knowledge of or significant experience using technologies such as Redundant Array of Independent Disks (RAID), enterprise class server and direct-attached storage, enterprise-class storage systems such as Fibre Channel Storage Area network (SAN) and Network Attached Storage (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. In-depth knowledge of 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.