

SYSTEMS ADMINISTRATOR

GENERAL RESPONSIBILITIES

Under the direction of the Technical Services Coordinator, the position is responsible for performing supervisory work involving technical analysis, design, implementation and maintenance. This position functions as an administrator for desktop management systems as well as active directory group policy creation, management and support. The employee frequently works independently in receiving and resolving customer needs, providing information and interacting with the public.

ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Administrator for computer management systems and active directory group policy.
- Analyze, design, implement and maintain scripts based on customer needs/requests, application repackaging for customer, and group policies to support desktop requests from customers.
- Direct, schedule and coordinate the daily activities of employees providing support to computer users.
- Supervise and train Network Technician I and II.
- Coordinate help desk requests and ensures compliance with service level agreements.
- Responsible for research and development projects on new software, hardware and configurations.
- Troubleshoot server operating system, network hardware and network application errors.
- Provide detailed documentation of daily activities to Technical Services Coordinator.
- Perform other related work as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of active directory, group policy, networking, and operating systems. Knowledge of desktop management system administration, repackaging software and scripting. Knowledge of microcomputer hardware (including peripheral equipment) and software packages. Knowledge of communication and network technology. Skills in the operation of microcomputer hardware, systems, and software. Experience in communicating with vendor's technicians, programmers, system analysts, and computer users. Experience in performing technical maintenance of hardware and software and applying complex technical documentation and reference material. Ability to analyze customer needs, design technical approach, implement and maintain solutions involving scripting group policy and repackaging. Ability to communicate technical knowledge and language to users and subordinates. Ability to maintain routine working relationships with users and vendors. Ability to communicate orally and in writing to prepare comprehensive reports evaluating office information system needs, and to develop effective policy and procedures for computer and system automation. Ability to resolve technical and system problems and communicate those findings to the appropriate parties. Ability to utilize high level problem solving techniques. Ability to train Network Technician I and II employees.

**EDUCATION AND EXPERIENCE**

Bachelors of Science degree required. Industry relevant certifications preferred.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver's license

FLSA status: Exempt	Description: Rev. 6/00, 1/15
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