



JOB DESCRIPTION

JOB TITLE: System Administrator
DEPARTMENT: Information Technology (I.T.)
REPORTS TO: Director of IT
POSITION STATUS: Full-time, Exempt

GENERAL SUMMARY: The System Administrator is primarily responsible for the technical support and resolution of network, server, and computer issues for the TJSL community. This position will be responsible for supporting the infrastructure and computing needs for over 1000 students and staff. These operations include and are not limited to system applications, storage, and virtualization functions of the I.T. Department.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Provide the Help Desk with hands-on support to solve computer/networking related issues for faculty, staff, and students, such as malfunctions and application problems and to include troubleshooting and repair as needed.
- Participate in Root Cause Analysis reviews when applicable.
- Ability to work with external support and manage such cases to resolution.
- Participate in development and maintaining documentation and procedures.
- Recommend changes to procedures which result in operational optimization.
- Perform the installation of new software releases and system upgrades, evaluates and installs patches, and resolves software related problems.
- Perform adds, moves, and changes to the Cisco network infrastructure including routers, switches, firewalls wireless devices and VoIP system.
- Perform regular administrative tasks and periodic maintenance of the network infrastructure to ensure smooth and efficient operations of the network and that the security and integrity of installed network infrastructure is maintained while maximizing network availability.
- Maintain network data centers, wiring closets, cabling, servers, consoles, switches, routers, etc.
- Perform data recovery, back-up, and disaster recovery solutions.
- VMware virtual server solution maintenance, design, and management.
- VMware virtual desktop infrastructure maintenance, design & management.
- Perform other job-related duties and work on special projects as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- A Bachelor's Degree IN Information Technology or related field, from an accredited College or University.
- 2 + years of related experience.
- In-depth knowledge of VMware technologies: VMware ESX/ESXi, vSphere, VMware View.
- Microsoft Windows (desktop & server) deployment/management.
- Microsoft Active Directory administration functions.
- Microsoft Exchange administration functions in a virtualized environment.
- Network router/switch/firewall maintenance, programming and VPN experience a plus.
- Microsoft Exchange domain and architecture solutions in virtualized environment.

- SQL management & maintenance.
- Experience with Storage Area Networks (SAN).
- Professional written and verbal communication and interpersonal skills.
- Demonstrate excellent customer service skills.
- Must have excellent problem solving ability and able to “think outside the box” when faced with challenging problems.
- Ability to grasp problems quickly, effectively diagnoses, troubleshoot, and repair computer operating systems and user network issues.
- Strong skills in integration of related technology with business and computer systems.

PHYSICAL REQUIREMENTS:

- Must be able to sit and work at a computer workstation for long periods of time.
- Must be able to lift/carry up to 45lbs.
- Must be able to carry equipment up and down stairs.
- Must be able to perform the essential functions of the job with or without accommodation.

WORK SCHEDULE:

- Generally 40 hours per week, Monday through Friday. During student exam periods, conferences, maintenance windows, and other extraordinary events, work may involve evening and weekend hours which may exceed 40 hours per week. Provide rotational 24x7 call support as needed.