EAST CENTRAL COLLEGE

JOB TITLE: Enterprise System Administrator
DEPARTMENT: Information Technology   **FLSA:** Exempt
LOCATION: Union Campus   **LEVEL:** 206
REPORTS TO: Director, Information Technology   **DATE:** 06/28/2013

POSITION SUMMARY: The Systems Administrator is responsible for the installation, configuration, maintenance, operations and security of enterprise administrative and academic information systems, including file servers, networked data storage, application software, data communication devices and disaster recovery utilities.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(comparable training, education or experience may be substituted for the minimum qualifications)*

Associate Degree in Information Technology or related field and four years of industry experience or Bachelor Degree (strongly preferred) in Information Technology or related field with two years of industry experience; ERP/SIS experience required; Datatel Colleague experience as system administrator preferred; Knowledge of computer hardware, software, programming languages, analysis and educational systems. Strong documentation skills. Must understand security and data integrity controls and protocols. MCITP (Microsoft Certified IT Professional) or a MCTS (Microsoft Certified Technology Specialist) would be preferred.

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor*

- Manages and leads in the implementation and support of the Student and Business Management System
- Installs System patches and upgrades as needed
- Consults with supervisor, systems analysts, other programmers, and end users to gather information about program intent, functions, features, data requirements, input requirements, output requirements, internal and external checks and controls, hardware and operating system environment, and interfaces with other systems
- Creates test transactions and runs tests to find errors and confirm program meets specifications
- Coordinates with other programmers about program revisions
- Modifies and maintains software and System
- Corrects System software problems
- Performs project and staff management for System related projects
- Provides analysis of existing and new processes with an eye for continuing improvement
- Assists in the planning of MIS budgets, upgrades, and direction of the department
- Provides guidance and assistance to junior members of the Data Center staff
- Implement, maintain, and update security measures to ensure the integrity of institutional data resources and prevent unauthorized access to network systems
- Implement disaster recovery systems and develop procedures to ensure reliability of institutional data resources and recovery in the event of a catastrophic event
- Diagnose and resolve problems and concerns associated with implemented information systems, network software applications and peripheral devices reported by academic and administrative users
- Advise the Director of Information Technology of technical issues and consult with vendor support agencies to resolve problems and determine equipment requirements
- Acquire and maintain the requisite technical skills to perform systems management and network operations activities in support of institutional data processing and network communications
- Develop and maintain operational, procedural and informational documentation for enterprise information systems, implemented security measures and disaster recovery procedures
- Develop instructional materials and provide training for installed hardware and software. Must be comfortable mentoring and training staff and other members of the college community.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity,

diversity, empowerment, service, learning and collaboration.

- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, and other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of college policies and procedures; perform job duties in a safe and efficient manner**.** Knowledge of College Information Technology Policy, procedures and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations; knowledge of current systems and network technologies and standards and their practical application in the enterprise environment; proficiency with enterprise information systems, file servers, networked data storage, application software, scripting and programming languages, data communication devices and disaster recovery utilities; Interpret and apply technical configuration specifications for servers, server operating systems, networked data storage, network application software, data communications devices and disaster recovery systems; analyze technical issues and user requirements to develop solutions using prescribed methods and implement procedures to provide the required functionality

COMMUNICATION SKILLS: Ability to communicate clearly and effectively at all levels, both verbally and in writing; comprehend and follow detailed instructions provided in verbal, written and graphic formats; understand and adhere to etiquette principles for voice and data communications; present complex technical concepts in non-technical terms; establish and maintain cooperative working relationships within the department, with internal and external agencies, and with college constituents; ability to communicate effectively in a tactful and courteous manner with a variety of people, including students, employees, faculty, and the general public; ability to read and interpret documents; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; ability to verbalize understanding of a problem or situation, ask relevant questions for clarification, and explain it to others; good oral and written communication skills to convey ideas, facts, and information effectively and accurately to students, staff, faculty, and the general public.

EQUIPMENT/SOFTWARE:

- **Hardware:** file servers, networked data storage, data communication devices (routers, firewalls, switches, hubs, wireless access points, etc.), network management appliances and disaster recovery equipment

- **Software:** Server operating systems, workstation operating systems, enterprise information systems, distance learning applications, service applications (e-mail, calendar, help desk, etc.), network authentication and security utilities, disaster recovery systems, and network management applications

- **Infrastructure Components:** Fiber-optic and copper cabling, connectors, maintenance tools and test equipment; electrical circuit components and uninterruptible power supplies (UPS)

- **Datatel:** Colleague System Administration, Colleague Administration, WebAdvisor Administration, Ellucian Portal Administration, Colleague Integration with the Ellucian Portal Communications Management

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- **Environment:** Work is performed primarily in a standard office setting; potential risk of electrical shock; limited exposure to excessive noise, dust and fumes; frequent interruptions, calls and inquiries; and occasional emergency or crisis situations; variable work hours, including evenings and weekends, will be required due to the nature of installed technologies and utilization requirements. Some evening and weekend hours are required for emergency maintenance, upgrades, and system updates.

- **Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 25 lbs; occasionally required to climb or balance; and stoop, kneel, crouch, or crawl; operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and verbally communicate to exchange information.

POSITIONS SUPERVISED: None

SIGNATURES: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

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Employee Signature/Date