

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: SYSTEMS ADMINISTRATOR II

Reports To: Designated Supervisor

UW Job Code: 3815

UW Job Family: 38 - Computer Professional

SOC Code: 15-1142

FLSA: Exempt

Pay Grade: 24

Date: 9-1-14

JOB PURPOSE:

Under general supervision, perform intermediate hardware server setup, installation and configuration of the operating system, new releases and upgrades. Create and manage user directories and files on the server platforms. Execute a backup and recovery process for all data systems. Assist in capacity planning and determine equipment specifications for purchase. Assist in maintaining the day-to-day operations of servers, hardware, operating systems, security and data protection. Monitor, tune, diagnose and resolve intermediate operating system problems. Develop and implement intermediate scripts to automate common functions or system operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform enterprise-level hardware support including advanced understanding and knowledge of server-level hardware, RAID, redundancy, SAN Storage infrastructures, Virtualization technologies, data center logistics, networking, security, firewalling, automation & programming techniques.
- Perform enterprise-level Operating System support including advanced understanding, knowledge and techniques in installation, security, updating/patching, break/fix, troubleshooting of Operating System Platforms.
- Perform enterprise-level service management and support including advanced understanding and knowledge of installation, security, updating/patching, break/fix, troubleshooting of departmental and campus services.
- Focus is on higher impact, higher exposure multi-departmental projects.
- Coordinate and organize multiple server and service implementations successfully across multiple teams.
- Work with hardware and software vendors to spec out equipment properly for services.
- Communicate to multiple vested parties' important dates, timelines, problems, dependencies, etc. for successful service implementations.

- Maintain services securely over service lifespans.
- Organize, prioritize and functionally supervise Systems Programmer level personnel.
- Design, write and maintain advanced utility programs to implement efficient services; update documentation for operational procedures and utility programs; write advanced systems-level software to maintain and modify current systems and services. Find inefficiencies in current code or processes and develop code to automate and streamline.
- Organize, prioritize & communicate project strategies to meet multiple, demanding & conflicting project timelines the majority of the time.
- Assist user consultants regarding difficult problems relating to advanced system usage, administration and programming techniques.
- Respond to and correct advanced system failures with administrative and operating systems.
- Ensure assigned backup personnel are trained and up to speed on services and servers.
- Ensure documentation on installation, support, management and troubleshooting is kept up to date and pertinent.
- Ensure hardware and service monitoring is kept up to date and working properly to alert on system outages.

SUPPLEMENTAL FUNCTIONS:

- Perform miscellaneous job-related duties as assigned.
- Participate in performance-related goal setting and achievement to meet personal and organizational goals and objectives.
- Attend and participate in training and other personal professional development activity.
- May need to respond during evening and weekends.

COMPETENCIES:

- Technical/Professional Knowledge
- Quality Orientation
- Service Orientation
- Initiative
- Adaptability
- Work Tempo
- Innovation
- Analysis/Problem Identification

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree in Computer Science or related field**

Experience: **2 years work-related systems programming experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Routine and advanced Computer Science principles, theories, and concepts.
- Routine and advanced computer programming languages in use in the area.
- Routine and advanced computer programming software and hardware applications.
- Routine and advanced computer systems operation and network administration.
- Routine and advanced data processing equipment and programming tools.
- Design technology and techniques used to create, enhance and maintain basic, routine and advanced utility programs.
- Basic, routine and advanced operating systems and network/systems protocol.
- Current basic, routine and advanced programming technology.

Skills and Abilities to:

- Install, troubleshoot, analyze, and maintain basic and routine utility system programs.
- Install/modify/monitor basic, routine and advanced computer systems and programs.
- Design new basic, routine and advanced computer systems and/or programs.
- Diagnose and resolve basic, routine and advanced programming/system problems.
- Write, test, modify, and maintain basic, routine and advanced computer programs/systems.
- Effective oral and written communication skills.
- Translate technical information into user-friendly program documentation.
- Maintain effective supervisory relationships.
- Design and conduct training in the use of computer programs, computer systems, and application tools.
- Acquire new basic, routine and advanced programming skills.
- Stay current on technology advances.
- Interpret processes, flow charts and schematics.
- Test new basic, routine and advanced data processing equipment and computer system applications and recommend purchases and standards.

WORKING CONDITIONS:

Standard office environment. Regular exposure to video terminal displays and computer-related mechanical and electrical hazards; some work performed in confined spaces.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.