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 I

Reports To: Designated Supervisor

UW Job Code: 3813

UW Job Family: 38 - Computer Professional

SOC Code: 15-1142

FLSA: Exempt

Pay Grade: 22

Date: 9-1-14

JOB PURPOSE:

Under direct supervision, perform basic 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. Monitor, diagnose and resolve simple operating system problems. Execute backup and recovery process for all data systems. Utilize administrative tools to monitor and schedule simple system tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform enterprise-level hardware support including basic 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 basic understanding, knowledge and techniques in installation, security, updating/patching, break/fix, troubleshooting of Operating System Platforms.
- Perform enterprise-level service management and support including basic understanding and knowledge of installation, security, updating/patching, break/fix, troubleshooting of departmental and campus services.
- Coordinate and organize server and service implementations successfully.
- Work with hardware and software vendors to spec out equipment properly for services.
- Communicate to multiple vested parties important dates, timelines, problems, dependencies for successful service implementations.
- Design, write and maintain basic and routine utility programs; update documentation for operational procedures and utility programs; write basic and routine systems software to maintain and modify current systems.
- Organize, prioritize & communicate project strategies to meet multiple, demanding project timelines the majority of the time.

- Assist user consultants regarding difficult problems relating to basic and routine system usage, administration and programming techniques.
- Respond to and correct basic and routine system failures with administrative and operating systems.
- Keep documentation on installation, support, management and troubleshooting up to date and pertinent.
- Ensure hardware and service monitoring is kept up to date and working properly to alert on system outages.
- Ensure steps have been taken to minimize system outages through disaster recovery planning and implementation.

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

MINIMUM QUALIFICATIONS:
Education: **Bachelor's degree in Computer Science or related field**
Experience: **0-2 years work-related systems programming experience**
Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:
Knowledge of:

- Basic and routine Computer Science principles, theories, and concepts.
- Basic and routine computer programming languages in use in the area.
- Basic and routine computer systems and equipment operation.
- Basic and routine utility software in use in the area.
- Design technology and techniques used to create, enhance and maintain basic and routine utility.

Skills and Abilities to:

- Install, troubleshoot, analyze, and maintain basic and routine utility system programs.
- Basic and routine program design skills.
- Write basic and routine utility programs.
- Diagnose and resolve basic and routine problems.
- Manage project deadlines.
- Translate technical information into user-friendly program documentation.
- Effective oral and written communication skills.

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.