JOB SUMMARY

Reporting to the Associate Director of Infrastructure and Technology, the Systems Administrator 1 or 2 provides technical expertise in support of the efficient, effective, and reliable operation of the University's Division of Student Affairs information technology systems and services. Dependent upon incumbent’s experience and level of technical skill determined by the University, the position will be filled at either the Systems Administrator 1 level or the more advanced Systems Administrator 2 level.

The Division of Student Affairs is committed to diversity, equity and inclusion; competence in working with culturally and ethnically diverse populations; and awareness of how issues of difference, power, and privilege manifest in higher education environments. The ideal candidate promotes equity and inclusion by demonstrating and supporting an understanding, sensitivity, and appreciation for social justice, cultural humility, and inclusiveness.

DUTIES AND RESPONSIBILITIES

- Assists with or leads the design, install, configuration, and support systems and services with web, application, and database and various infrastructure and server components to ensure the security and dependability of the domain environment.
- Assists with or leads the design, install, configuration and support application development environment.
- Assists with or manages Student Affairs workstations and related servers and services to ensure the security and dependability of the workstation environment.
- Collaborates with other information technology staff, administrators, and key end users to assess the information technology needs of the Division of Student Affairs and with other information technology staff to create a functional, reliable, and easy to use environment for systems and enterprise applications.
- Communicates effectively with end users, vendors, management, and technical personnel in evaluating, purchasing, and planning for installing software and hardware products.
- Diagnoses and resolves issues with software, hardware, operating systems, commercial, open source and custom products, and complex integrations.
- Assists with determining appropriate security and stability patches, tests patches in an environment parallel to the production environment and installs patches in the production environment.
- Creates, edits, and supports documenting system architecture, monitoring procedures, policies, routine maintenance procedures, end-user technical documentation, plans and processes for SAIT services, equipment, and projects.
- Writes scripts and procedures to assist with managing system resources including scripts relating to automation, desktop, and server management.
- Monitors server, infrastructure, and workstation logs and takes appropriate action to correct system anomalies, instability, and errors.
- Assists with or implements and plans standard to complex technical tasks and projects with minimal assistance and writes summaries of technical project work, provides status updates and feedback.
• Assesses and implements the required level of business continuity and systems redundancy planning.
• May be responsible for training SAIT student employees to independently troubleshoot and provide quick resolutions for users. Manages and assigns routine technical work to SAIT student employees.
• Implements and monitors security and appropriate use policies for the Division’s systems.
• Supports the confidentiality, integrity, and availability of university information as part of the overall University Information Security Program
• Perform related duties as required.

MINIMUM QUALIFICATIONS

• Bachelor’s degree and two years of related experience; or an associate degree and four years of experience; or six years of related experience. The Systems Administrator 2 requires a Bachelor’s degree and two years of related experience; or an associate degree and six years of experience; or eight years of related experience.
• Demonstrated technical and progressively responsible technical experience that demonstrates a good working knowledge and understanding of enterprise-wide hardware and software. The Systems Administrator 2 requires demonstrated advanced technical skills that demonstrates a good working knowledge and understanding of designing, maintaining, and supporting enterprise-wide hardware and software.
• Experienced in providing phone, email, and onsite IT support to users.
• Demonstrated interpersonal skills necessary for effective work relationships.
• Articulated commitment to, demonstrated understanding of and/or experience working with diverse populations.
• Experience working with Microsoft Active Directory and Group Policy Management
• Experience with Desktop and Server OS administration such as Windows or Linux
• Experience with infrastructure virtualization management technologies such as VMWare, Hyper-V, Nutanix and other solutions
• Experience with backup and recovery services such as Veeam, Actifio, or CommVault
• Excellent verbal and written communication skills for technical and non-technical audiences.
• Ability to work independently with minimal supervision.

PREFERRED QUALIFICATIONS:

• Experience with device management administration such as Microsoft Endpoint Configuration Manager (SCCM), Intune, JAMF Airwatch or Ansible.
• Experience with desktop computer virtualization and/or terminal services such as Microsoft RDS or Citrix.
• Experience with database administration, configuration, and management such as SQL, MySQL or Oracle
• Experience with scripting languages such as Python or PowerShell.
• Experience with CI/CD pipeline and containerization technologies such as Docker, OpenShift or Kubernetes.
• Source Control using tools such as Git or Bitbucket to version control scripts