COMMITMENT TO MISSION

This job carries with it the obligation to uphold the Mission of Trinity Valley Community College (TVCC) in carrying out the duties of the position. A commitment to positive interpersonal behaviors, professional communication, diversity, integrity, leadership, stewardship, respect and accountability to TVCC students and employees is essential.

PRIMARY PURPOSE:

The System Administrator is responsible for the installation, maintenance, support, configuration and security for all Server-based services offered at TVCC.

REPORTS TO:

Director of Systems Support Services

SUPERVISES:

None

EDUCATION AND EXPERIENCE QUALIFICATIONS:

EDUCATION REQUIRED:

Associate's degree, certificate, related experience, or equivalent

PREFERRED:

Bachelor's degree

EXPERIENCE REQUIRED:

Experience in implementing and supporting large-scale OS systems, configuring networking and security, applying system security fixes and implementing server based applications.

OTHER LICENSES OR CERTIFICATIONS:

KNOWLEDGE AND SKILLS REQUIRED:

- Typing/Data Entry
- Computer software proficiency – Microsoft Office
- Operating equipment – office or otherwise
- Written and oral communication
- Interpersonal and/or customer service skills
- Public Speaking/Presenting

- Basic Math
- Attention to detail
- Time management
- Organization
- Federal Regulations and Directives
- Operational Systems and procedures
- Compliance Law

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required. Job Descriptions may be subject to change.

RESPONSIBILITIES:

- Install, configure and administer the operating system and services on all server operating systems
- Implement secure networking configurations and ensure operating systems are maintained at the appropriate system patch and security fix levels.
- Configure Windows servers to use Active Directory as well as Azure Active Directory for authentication, password reset, and MFA security
- Install, configure, and maintain domain services including but not limited to DNS, DHCP, NTP, and group policy.

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- Assist in the design of new server- based services and the systems to support them.
- Implement and maintain VMWare virtualized environment by utilizing Dell and Cisco based servers.
- Install, maintain, and upgrade Cisco UC chassis blades.
- Install and monitor all endpoint protection software for all computer systems (server and workstations) connected to the TVCC network.
- Install and manage Microsoft SCCM environment, including software package upgrades and deployment.
- Install and manage email archiving hardware and software.
- Install, configure, and monitor all anti-spam systems to ensure the proper flow of email into and out of College.
- Install and manage Exchange email environments.
- Assist in managing and patching ERP servers.
- Assist in managing service desk and asset management.
- Assist in managing remote support services.
- Plan, implement and configure event monitoring and alerting for servers and services.
- Plan, implement and support SQL server's databases and database management tools.
- Troubleshoot SQL database problems and optimize performance where necessary.
- Plan, install, administer and support Windows based IIS, Apache (Tomcat) web services, associated databases, etc.
- Ensure database configurations and operational procedures for associated services are comprehensively and accurately documented.
- Design, plan, implement and maintain backup/recovery, business continuity and disaster recovery strategies for user files, SQL database services, email services and associated IIS web services.
- Assist in the maintenance of the TVCC active directory domain including upgrades of Windows domain servers.
- Acquire and maintain skills in Windows and related technology areas.
- Evaluate and develop new technologies in the OS server arena that will aid the College in developing new services.
- Develop and maintain skills in the area of Windows scripting so that operational efficiency is raised by eliminating repetitive tasks.
- Work closely with Client Support Services and other teams and service groups in planning new services (or enhancements to existing services), assist with troubleshooting, and in specifying the systems to support them.
- Monitor the performance and availability of centralized SAN storage and publish/provide relevant statistics as required. Provide pre-emptive and reactive follow-up.
- Assist with design, implementation, and maintenance of servers and software to support the college's Colleague Production and Test environment.
- Assist with installation of updates and upgrades to Colleague software on a multiple servers on a regular basis. Communicate with upper management in relation to outages, updates and upgrades.
- Assist with implementation and maintenance of security settings for users of Colleague system.
- Assist users in troubleshooting issues with Colleague system.
- Assist with creating clones of Colleague system as requested and/or needed.
- Assist with maintaining business critical services such as Exchange email, Web services, Colleague UI and Self-Service portal.
- Other duties as assigned by appropriate supervisory personnel.
- Maintains confidentiality of information.
- Work assigned schedule and comply with timekeeping policy.

WORKING CONDITIONS:

TOOLS/EQUIPMENT USED:

- Standard office equipment
- Personal computer and peripherals

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- Calculator
- Multi-line phone system
- Cellular Phone
- Ladder
- Small Hand Tools

PHYSICAL DEMANDS:

- Requires: Finger dexterity, Talking, Hearing, Seeing, Sedentary Work, Computer Work
- Subject to: Repetitive Motions
- May need: Reaching, Pushing, Lifting, Grasping, Feeling, Light Work
- Occasionally need to: Climbing, Balancing, Stooping, Kneeling, Crouching, Crawling, Standing, Walking, Medium Work to Very Heavy Work

MENTAL DEMANDS:

- Hazardous Physical Conditions: Less than 25% of the time
- Atmospheric Conditions: Less than 25% of the time
- Extreme Temperatures: Less than 25% of the time
- Inadequate Lighting: Less than 25% of the time
- Work Space Restricts Movement: Less than 25% of the time
- Intense Noise: Less than 25% of the time
- Environmental: 25-50% of the time
- Emotional control: More than 50% of the time
- Frequent interruptions: More than 50% of the time

OTHER DEMANDS:

None

The above job description has been reviewed with the employee. It was explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

_____   _____

Employee's Signature   *Date*

_____   _____

Supervisor's Signature   *Date*

Approved: 7/18/01   *Revised: 10/11/2021*

Classification:	Technology-Staff	**Coordinating/Non-Coordinating:**	NC
FLSA Status:	Exempt	**TVCC Job Code:**	1465
DBM:	D	**Travel Required:**	Less than 25% of the time
IPDEDS/SOC CODE:	15-1142	**Employment Status:**	Full Time
Salary Grade:	225	**Length:**	12 Months
FUND:	001	**TRS POS. CODE**	TRS 01

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