UNIVERSITY OF WISCONSIN-SUPERIOR
Position Description
System Administrator
Office of Technology Services

Working Title: System Administrator
Title/Classification/FTE: IS Specialist, Associate, 12-month renewable, Academic Staff, 100%
Position Reports To: Chief Technology Officer

Position Summary:
The System Administrator’s role is to manage in-house computer software systems, servers, storage devices, and network connections to ensure high availability and security of the supported university applications. This individual also participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance is consistent with all university goals, industry network and security best practices, and regulatory requirements.

Duties and Responsibilities:
• Responsible for the maintenance, configuration, and reliable operation of computer systems, servers, and virtualization
• Install and upgrade computer components and software, manage virtual servers, and integrate automation processes
• Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues
• Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT server and storage infrastructure
• Perform regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
• Provide advanced level support for desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved promptly with limited disruptions
• Responsible for capacity, storage planning, and database performance
• Skilled in writing technical documentation
• Excellent interpersonal skills for developing working relationships with internal and external clients in a team environment
• Complete required trainings and professional development as assigned
• Other duties as assigned

Knowledge, Skills, and Abilities:
• Strong knowledge of systems and networking software, hardware, and networking protocols
• Skills and experience with scripting and automation tools
• Knowledge of developing and implementing IT strategy plans
• Knowledge of implementing and effectively developing helpdesk and IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols
• Knowledge and understanding of Microsoft Configuration Manager (SCCM)
• Skills with security applications such as Identity Finder and Flexera CSI
• Comprehensive knowledge of Windows Server 2016+, Active Directory & Group Policy
• Experience with Group Policies and Login Scripts for network-based management tasks.
• Knowledge and experience with MS-Exchange & Office 365
• Experience with Identity Provider (IdP) systems such as Shibboleth, Okta, OneLogin or Portalguard
• Ability to manage and coordinate multiple projects and prioritize effectively to meet specific deadlines or goals
• Ability to carry 40 pounds of computer or audio/video equipment.
Required Qualifications:
- Associate’s degree from an accredited institution
- Two or more years’ experience in a technology-related field, or closely related field

Desirable Qualifications:
- Bachelor's degree in Computer Science, Information Technology, System Administration
- Experience in a higher education environment
- Understanding of enterprise database systems such as Microsoft SQL, Oracle
- System administration and IT certifications in Linux, Microsoft, or other network-related fields are a plus
- Working knowledge of virtualization, VMWare, or equivalent