

# CLLOUD COUNTY COMMUNITY COLLEGE

## Professional Services Position Job Description

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**Position Title:** Systems Administrator

**Reports To:** Director of Information Technology and Network Administration

**Type of Contract:** Professional Services

**Length of Contract:** 12 Months

**Date of Position Description:**

Administration may change the duties at any time.

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### GENERAL NARRATIVE DESCRIPTION OF THE POSITION:

The Systems Administrator will work to maintain the server and network application infrastructure. The position requires collaborative work within a team environment to ensure IT services are functioning effectively. This position also requires the ability to assist in PC management and maintenance as needed. The Systems Administrator position reports directly to the Director of Information Technology and Network Administration. A valid driver's license is required.

### REQUIREMENTS:

- Bachelor's degree in Information Technologies or related field, or an equivalent combination of experience, education, and training
- Hands on experience using DNS, DHCP, WINS, TCP/IP, Active Directory Services, Ethernet, network management tools essential
- Proficiency in desktop environment (Windows 10/11) including Microsoft Office, email and PC networking services
- Interpersonal, verbal and written communication, analytical and organizational skills fundamental. Tracking and follow-up abilities crucial. Individual must be detail oriented
- Display strong end user orientation and customer service skills
- Strong understanding of technical troubleshooting methodology
- Demonstrated excellence in teamwork as well as excellent oral, written and interpersonal communication skills
- Ability to work a flexible schedule as needed
- Orientation to detail and thorough documentation
- Ability to work with a range of technical staff to develop joint solutions

## **PREFERENCES:**

- At least 3 years' experience in Window's server technology and administration and PC maintenance
- Working knowledge of Microsoft Endpoint Configuration Manager (formerly SCCM), SharePoint and Office365
- Must be highly proficient at LAN troubleshooting, server virtualization, RAID technologies, network storage technologies (SANS and NAS) detailed network documentation, and web technologies

## **RESPONSIBILITIES:**

The Systems Administrator will:

- Work within a team of technical staff to maintain the server infrastructure
- Maintain documentation on all equipment including configuration files
- Apply systems analysis techniques and procedures to determine hardware, software, or system functional specifications
- Give input on the design, documentation , testing, creation, or modification of computer programs related to machine operating systems
- Apply appropriate patches, service packs, application software and updates to the servers
- Support IIS, DNS, WINS, DHCP services
- Administer server policies and provide user account administration and security
- Create and implement log-on scripts and group policies
- Implement and manage file share access for departmental folders and home directories
- Monitor server infrastructure capacity and performance
- Maintain desktop management application (MS MECM/SCCM)
- Assist in server hardware troubleshooting and maintenance contract support
- Maintain comprehensive server documentation for management reporting and status evaluation
- Support and monitor virtual infrastructure software (MS Hyper-V)
- Support storage area network RAID and server hardware technologies
- Maintain and support comprehensive backup servers and procedures
- Administer Exchange, manage SPAM filtering service for University email systems, perform email account provisioning and deletion in accordance with University policy, maintain user accounts, mailboxes, distribution lists, global address books for faculty, staff, students, departments and organizations, and support common applications for Windows and mobile based email

- Support WAN and Internet connections and coordinate with local service companies for all satellite campuses
- Conduct capacity planning by developing procedures to measure the capacity for network devices and hosted applications relative to current and future activities and based on these measures, coordinate the acquisition of additional network resources as necessary
- Maintain list of all statically assigned IP addresses and work with public facing IP address space
- Provide the Director of Information Technology with budgetary requirements for hardware and software needed to support server administration
- Stay current with technological developments related to server hardware, software, security, and networking as well as management practices which involves reading publications, subscribing to Internet lists, attending conferences and workshops, and meeting with colleagues
- Maintain detailed up-to-date technical and operations documentation on the University network
- Assist with computer maintenance and troubleshooting as needed
- Overnight travel may be required
- Interact cordially with coworkers to accomplish common tasks; and
- Perform other duties as assigned by the Director of Information Technology and Network Administration.

**Cloud County Community College offers a complete benefits package to all full-time administrative personnel including:**

- Health care coverage for employees and eligible dependents (up to \$728.36 paid monthly for single coverage by the college toward premium cost)
- Paid holiday leave - approximately 24 days of holiday leave
- Paid sick leave – 10 days annually, accumulates to 100 days total
- Paid vacation leave – earned at a rate of 13.34 hours per month, accumulates to 30 days total
- Retirement coverage through the Kansas Public Employees Retirement System (KPERs)
- Free CCCC tuition for employee, spouse, and minor dependents
- Free pass for employee, spouse, and immediate family members to most college sponsored events
- IRS Section 125 cafeteria salary reduction plan to purchase nontaxable health insurance, medical expense reimbursement, and dependent (child) care reimbursement (AFLAC)
- Free use of the Fitness Center