



University Advancement, 900 University Avenue, 1156 Hinderaker Hall, Riverside, CA 92521

## General Information

<b>Job Description</b>	SYS ADM 3	<b>Working Title</b>	Systems Administrator, University Advancement
<b>Job Code</b>	007304	<b>Grade</b>	23
<b>Department Name</b>	Advancement Services - D01282	<b>Department Head</b>	Kimberly McDade
<b>Supervisor</b>	Kimberly McDade	<b>Effective Date</b>	

## Position(s) Directly Supervised

<b>Job Code</b>	<b>Title</b>	<b>FTE</b>
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## Generic Scope

Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems/issues of diverse scope and determines solutions.

## Custom Scope

Applies skills as a seasoned, experienced systems infrastructure professional with a full understanding of industry best practices and campus, medical center or Office of the President policies and procedures to resolve a wide range of issues that are moderately complex in scope. Selects methods and techniques to obtain solutions. Evaluates new technologies including performing simple to moderate cost/benefit analyses.

## Department Custom Scope

As a part of University Advancement's Technologies team, and reporting to the Director of Constituent and Management Technologies, the Systems Administrator will take the lead on effectively supporting all Advancement Units (120+ individuals). They will maintain, and troubleshoot networks, Advancement systems, desktops and laptops (both Windows and Mac), and assisting internal customers with technical needs. The incumbent will ensure that all systems and processes run smoothly, and deadlines are met, so that Advancement

staff have the tools they need to do their jobs effectively. This includes ensuring the integrity, security, and interoperability of Advancement Systems.

## Education & Experience Requirements

### Education Requirements

Degree	Requirement
Bachelor's degree in related area and/or equivalent experience/training.	Required

### Experience Requirements

Experience	Requirement
4 - 7 years of related experience.	Required
Experience with JAMF	Preferred
Demonstrated experience with VMWare hypervisor.	Preferred
Minimum of 5 years of related experience.	Required
Experience with Amazon Web Services.	Preferred
Experience with relational databases	Preferred
Experience with SharePoint document management	Preferred
Demonstrated experience with Vhost.	Preferred
Demonstrated experience with Linux.	Preferred

### License Requirements

## Certification Requirements

Certification	Requirement
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## Educational Condition Requirements

Condition	Requirement
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## Key Responsibilities

Description	% Time
<p>Defines, designs and implements systems, services and technology solutions. Proposes and implements system or device enhancements such as software, hardware and network configuration, updates and installations for projects or services of moderately complex scope.</p> <ul style="list-style-type: none"> <li>Manages JAMF instance to secure Mac laptops, desktops, and iPhones and to deploy security updates. Manages Active Directory / SCCM to control and manage Windows devices.</li> </ul>	30
<p>Manages systems and services for a facility of moderate size and makes recommendations for purchase or upgrade of new computer hardware, software and services. Performs moderately complex analysis to acquire, install, modify and support operating systems, databases, utilities and Internet/intranet-related tools. Plans, designs and implements moderately complex system updates and rollouts. May perform moderately complex networking tasks and interoperability assessments for interconnected servers or components of clusters for communication.</p>	30
<p>Performs complex server based application and/or service installations and configurations such as: network backup applications (Veritas Backup Exec), virtual private network services, user authentication (MS Active Directory), DNS (domain name service), Web services(IIS and Tomcat/Apache on Linux), UCR Foundation legacy financial system (Intuit Fundware), and Blackbaud Researchers Edge used for constituent wealth screening.</p>	10
<p>Works closely with central campus IT (ITS) in order to streamline work, implement best practices, and align tools and processes.</p>	10
<p>Serves as the point person for hardware and software helpdesk and tech support. This includes providing support for Advancement controlled conference rooms as well as</p>	10

Description	% Time
equipment issued to users on campus (in three primary locations) as well as for users based in home offices.	
Writes and executes complex scripts and may write software in support of systems management, log analysis and other system administration duties for multiple integrated systems.	5
Performs complex security control activities to prevent unauthorized access to networked resources. May assist with maintenance of security systems for network equipment and provide recommendations on network access controls.	5

## Knowledge, Skills & Abilities

Knowledge/Skill/Ability	Requirement
Experience running multiple database servers and web servers.	Required
Demonstrated skills with building tools and automation, operations, patching, packaging and configuration management.	Required
Demonstrated experience writing and editing complex scripts used to perform system maintenance and administration.	Required
Demonstrated experience in internal client support and troubleshooting complex hardware and software related problems in a Windows and Mac environment.	Required
General knowledge of other areas of IT. Thorough understanding of and experience with systems-related issues and actions that can be taken to improve or correct performance.	Required
Basic knowledge of how to apply technologies and systems to meet business needs.	Required
Demonstrated skills associated with adapting equipment and technology to serve user needs. Demonstrated comprehensive understanding of how system management actions affect other systems, system users and dependent/related functions.	Required
Self-motivated and works independently and as part of a team. Demonstrates problem-solving skills. Able to learn effectively and meet deadlines.	Required
Demonstrated understanding of how system management actions affect other systems, system users and dependent/related functions.	Required
Knowledge of the design, development and application of technology and systems to meet business needs.	Required

Knowledge/Skill/Ability	Requirement
Demonstrated ability to install software and troubleshoot and repair moderately complex problems with computing devices, peripherals, and software. Understanding of and experience troubleshooting client, server and peripherals-related issues and actions that can be taken to improve or correct performance.	Required
Experience creating and configuring new servers, (networking, server administration, backups, etc.) in addition to maintaining current servers.	Required
Ability to elicit and communicate technical and non-technical information in a clear and concise manner.	Required
Understanding of system performance monitoring and actions that can be taken to improve or correct performance.	Required
Demonstrated task management skills and attention to detail.	Required
Advanced knowledge of computer security best practices and policies including demonstrated experience securing server-based software.	Required
Ability to write technical documentation in a clear and concise manner.	Required
Proven experience maintaining local area networks over a Microsoft Windows platform, including installation of anti-virus programs, backups, and disaster recovery planning, preferably through Microsoft System Center.	Preferred
Current knowledge of the Linux platform.	Preferred
Working knowledge of LAN/WAN Network Protocols, TCP/IP, VLAN and VPN.	Preferred



**Special Requirements & Conditions**

Special Condition	Requirement
Must pass a background check.	Required
Travel	Required
Travel Outside of Normal Business Hours	Required

## Other Special Requirements & Conditions

## Level of Supervision Received

General Supervision

## Environment

### Working Environment

Campus

## Other Requirements

### Items Used

- Standard Office Equipment

### Physical Requirements

- **Bend** : Frequently
- **Sit** : Constantly
- **Squat** : Occasionally
- **Stand** : Frequently
- **Crawl** : Occasionally
- **Walk** : Occasionally
- **Climb** : N/A



## Mental Requirements

- **Read/Comprehend** : Frequently
- **Write** : Occasionally
- **Perform Calculations** : Occasionally
- **Communicate Orally** : Frequently
- **Reason & Analyze** : Frequently



## Environmental Requirements

- **Is exposed to excessive noise** : No
- **Is around moving machinery** : No
- **Is exposed to marked changes in temperature and/or humidity** : No
- **Drives motorized equipment** : No
- **Works in confined quarters** : No
- **Dust** : No
- **Fumes** : No



## Critical Position

Is Critical Position: Yes

