



## Job Description

**Job Title: System Administrator**

**JTC: TTV**

**Salary Range: N07**

**FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

### POSITION SUMMARY

Responsible for providing effective provisioning, installation/configuration, operation, and maintenance of systems hardware/software and related infrastructure to end users at the DCCCD. Provides extensive operational support, file restorations, backups, disk space management and problem resolution for operating system (OS) platforms.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Ability to install new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc., in accordance with standards and project/operational requirements. Proven knowledge of all facets of complex network systems. Proven knowledge of server and PC operating systems, including cloud-based system operations.

Ability to research and recommend innovative approaches for system administration tasks. Able to perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. Experience with server performance tuning and monitoring tools. Must have strong analytical and troubleshooting skills.

Ability to interpret and/or discuss information with diverse internal/external stakeholders and constituents which may involve terminology or concepts not familiar to user. Ability to provide advice and recommend actions involving complex issues following established guidelines/procedures. Ability to work independently and cooperatively with others on a team.

Knowledge and ability to monitor performance trends and identify opportunities to improve standards, i.e., integrating technical support requirements with enterprise processes and strategies. Identifies technological opportunities to meet client needs.

Must have strong interpersonal skills and the ability to communicate effectively both orally and in writing, adapting communication style to address user's needs. Strong knowledge and experience providing effective customer service.

## PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 50 pounds.

## MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree in related field plus three (3) years of work related experience. Must have current and valid driver's license required for off-site travel. On-call, work hours may extend beyond the regular, eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. Official transcripts will be required. \*\*\*Will be subject to a criminal background. Some positions may be subject to a fingerprint test. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for providing technical support to end users for both hardware and software issues including installation, configuration and maintenance of operating systems, workstations and servers, in support of complex processing requirements. Analyzes systems requirements and performance and develops specific measures to increase the overall efficiency. Knowledge of cloud-based operations including backup and recovery operations. Participates in technical research or other professional development activities to enable continuing innovation within the infrastructure.

Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary. Performs regular security monitoring to identify any possible intrusions; investigate and resolve problems following standard operating procedures. Maintains a comprehensive operating system hardware/software configuration database/library of all supporting documentation.

Develops, maintains, and strengthen partnerships with diverse individuals internal/external to the DCCCD community network who can provide information, assistance, and support. Participates and/or assists on IT projects to ensure smooth transition from development to production by providing technical advice or performing operational activities within the project life-cycle.

Performs software installations and upgrades to OS and layered software packages. Ensure security through access controls, backups and firewalls. Assist in integrating new applications and technologies into the current systems. Makes recommendations on long-range plans in support of IT objectives and prepares reports as necessary.

Communicates technical concerns and solutions to diverse individuals with varying degrees of technical knowledge as well as work with individuals in all department to help solve their technical issues. Actively supports diversity initiatives and awareness while provides quality customer service.

Performs other duties as assigned.

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to*



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*perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.*