**Job Family** | Information Technology  
---|---  
**Job Function** | Sys and Infrastructure Admin  
**Category** | Supervisory & Management  
**Job Summary** | Involves serving as the technical administrator for hardware, operating systems, and network management. Plans and coordinates the installation, configuration and testing of hardware and software components. Work may involve central or departmental computer systems and networks. Includes web systems administration.

| Job Level | Supervisor 1 | Supervisor 2  
---|---|---  
**Job Title** | Systems Administration Supervisor 1 | Systems Administration Supervisor 2  
**Job Code** | 7341 | 0526  
**Tracking Code** | A1412 | A0501  
**Personnel Program** | PSS | MSP  
**FLSA** | Exempt | Exempt

**Generic Scope**  
Provides immediate supervision to a unit or group of operational or technical employees. A portion of time may be spent performing individual tasks related to the unit; however, supervisory activities must constitute a primary part of the job. Supervises unit operations to ensure compliance with departmental or organizational policies, procedures, and defined internal controls. Ensures accountability and stewardship of departmental resources (operational, financial, and human) in compliance with departmental standards and procedures.

**Custom Scope**  
Provides direct supervision typically to professionals or skilled technical employees. Functions as advisor to unit and administration. Analyzes and resolves problems, interprets policies (e.g., fiscal management, HR, contracts and grants, resource management in defined areas) and demonstrates solid subject matter knowledge. Exercises judgment within defined procedures and policies to determine appropriate action. Supervises staff to assure accountability and stewardship of departmental resources (operational, financial, and human) in compliance with departmental goals and objectives.

**Key Resp 01**  
Recommends and implements sound technical solutions that meet the needs of the functional departments to ensure for a highly available IT environment.  
Directly supervises the analysis of the needs of functional departments and works with managers to establish priorities and feasibility studies and systems design and implementation.

**Key Resp 02**  
Monitors the administration, maintenance and troubleshooting of all servers, network operating systems, backup systems and production database servers.  
Supervises the planning, design and implementation of limited scope data communications networks.

**Key Resp 03**  
Monitors the security of a campus, medical center or Office of the President information systems access.  
Manages the security of a campus, medical center or Office of the President information systems access.

**Key Resp 04**  
Ensures system integrity through routine preventative maintenance procedures for systems.  
Implements security systems, appropriate firewall standards and criteria.

**Key Resp 05**  
Reviews processes and procedures, workflow, and incidents providing solutions for improved metrics reporting, information flow, and operational efficiencies.  
Supervises projects of limited scope or complexity in accordance with established practices and procedures.

**Key Resp 06**  
Directly supervises the day to day administration of servers, operating systems and end-user workstations as well as security and additional hardware and software associated with the campus, medical center or Supervises daily operation of section to ensure objectives associated with timelines and deliverables are being achieved.
### Job Summary

Involves serving as the technical administrator for hardware, operating systems, and network management. Plans and coordinates the installation, configuration and testing of hardware and software components. Work may involve central or departmental computer systems and networks. Includes web systems administration.

### Job Level

- **Supervisor 1**
  - Office of the President.
- **Supervisor 2**

### Key Resp 07

Assists in monitoring operational and budget processes, staff FTE, finance, human resources and space planning.

### Key Resp 08

Ensures adherence of all departmental policies and procedures by team personnel in the management of assigned duties.

### Key Resp 09

Hire, train, coach, discipline and monitor technical performance of staff. Prepare and deliver performance evaluations, and, as needed, terminate staff.

### Key Resp 10

Ensures adherence of all departmental policies and procedures by team personnel in the management of assigned duties.

### Key Resp 11

Participates in developing and monitoring operational and budget processes, staff FTE, finance, human resources and space planning.

### Key Resp 12

Participates in the development and monitoring of policies and procedures for department or department operations.

### Key Resp 13

Recommends hiring of new employees, salary actions, terminations, and performance ratings.

### Education 1

Bachelor’s degree or equivalent work experience with an emphasis in computer science, data processing, computer information systems, or in a related field.

### Education 2

Bachelor’s degree or equivalent work experience with an emphasis in computer science, data processing, computer information systems, or in a related field.

### License 1

Must pass a background check.

### License 2

Must pass a background check.

### License 3

Must pass a background check.

### License 4

Must pass a background check.

### Cert 1

Must pass a background check.

### Cert 2

Must pass a background check.

### Cert 3

Must pass a background check.

### Cert 4

Must pass a background check.

### Spec Cond 1

Basic knowledge of how to apply technologies and systems to meet business needs.

### Spec Cond 2

In-depth knowledge of how to apply technologies and systems to meet business needs.

### Spec Cond 3

Knowledge of the design, development and application of technology and systems to meet business needs.

### Spec Cond 4

Advanced knowledge of the design, development and application of technology and systems to meet business needs.

### KSA 01

Basic knowledge of how to apply technologies and systems to meet business needs.

### KSA 02

Advanced knowledge of the design, development and application of technology and systems to meet business needs.
<table>
<thead>
<tr>
<th>Job Family</th>
<th>Information Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Function</td>
<td>Sys and Infrastructure Admin</td>
</tr>
<tr>
<td>Category</td>
<td>Supervisory &amp; Management</td>
</tr>
</tbody>
</table>

Job Summary

Involves serving as the technical administrator for hardware, operating systems, and network management. Plans and coordinates the installation, configuration and testing of hardware and software components. Work may involve central or departmental computer systems and networks. Includes web systems administration.

<table>
<thead>
<tr>
<th>Job Level</th>
<th>Supervisor 1</th>
<th>Supervisor 2</th>
</tr>
</thead>
</table>

KSA 03

General knowledge of other areas of IT.

KSA 04

Skill in troubleshooting and problem-solving in a complex technical environment.

KSA 05

Knowledge of computer security best practices and policies, including demonstrated experience securing moderate to highly complex server-based software.

KSA 06

Knowledge of own area of functional responsibility.

KSA 07

Experience with defining and developing operational support standards for all production systems and supported applications.

KSA 08

Strong project management skill sets.

KSA 09

Supervisory and management skills.

KSA 10

Strong communications skills, both written and oral.

KSA 11

Experience with developing and implementing in-house training processes to help deliver knowledge transfer to more junior personnel.

KSA 12

KSA 13

KSA 14

KSA 15

Environment

Campus, medical center or other university setting and various external venues.

Career Path 1

Systems Administration Supervisor 2

Career Path 2

Career Path 3

Career Path 4

Career Path 5

Career Path 6

Career Path Mgr 1