

NIAGARA UNIVERSITY
JOB DESCRIPTION

NAME: Vacant
DATE: September 2022
JOB TITLE: Systems Administrator
FLSA STATUS: EXEMPT
JOB STATUS: REGULAR FULL TIME
JOB CLASS: PROFESSIONAL
WORK LOCATION: St. Vincent's Annex
TITLE OF IMMEDIATE SUPERVISOR: Assoc Dir, Infrast & Opr
DEPARTMENT: Information Technology
SECTOR: Business Affairs

JOB SUMMARY:

Under general supervision, the System Administrator provides direct support for the university population as it pertains to their information technology hardware and software needs. The System Administrator is also responsible for management and upkeep of Information Technology's support servers/systems, remote system support, public computing labs, and hardware and software infrastructure, such as printing and imaging services.

ESSENTIAL DUTIES:

- Assist with support servers, video conferencing, online class operation, and end-point security
- Install, maintain and troubleshoot academic and public computer labs/workstations.
- Installs, maintains, upgrades and troubleshoots (onsite or remotely) computer hardware and software associated with the university's technology infrastructure.

GENERAL DESCRIPTION:

% of Time

40% Assist with support servers, campus video conferencing, online class services, and end-point security regarding to centralized anti-virus software/security.

30% Install, maintain and troubleshoot academic and public computer labs/workstations. This includes software installation, system imaging and general maintenance of computer labs.

30% Installs, maintains, upgrades and troubleshoots computer hardware and software associated with the university's technology infrastructure.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

1. Must have comprehensive knowledge of software and hardware systems associated with student academic coursework, and university standard application suites.
2. Must have comprehensive knowledge of TCP/IP network design and operations.
3. Must have knowledge of hardware systems repair and troubleshooting as it pertains to the public computing labs.
4. Ability to manage and utilize student employees effectively.
5. Must have basic knowledge of video conferencing and online class services.
6. Must have knowledge of managing centralized anti-virus software.
7. Sufficient manual dexterity with proficiency to handle various office machines including but not limited to computer keyboard, computer software applications, calculator, copy machine, and fax.
8. Ability to read and comprehend the English language sufficiently to be able to read and understand various forms, documentation, files and information in the department.
9. Ability to receive telephone calls, respond to inquiries and communicate with others by telephone with or without reasonable accommodations.
10. Effective interpersonal, communication and organizational skills.

ERGONOMIC REQUIREMENTS:

The functions of the position usually performed sitting, but may require some amount of time standing. Some amount of stooping, kneeling, bending, crouching, lifting, walking, carrying and other movements may be required. Tasks involving working on a computer keyboard, calculator, cutting, labeling, and taping involve extensive wrist and hand movement. All individuals are required to be able to perform these movements without significant risk of injury to themselves or others, or to otherwise demonstrate or explain how they can perform the essential functions listed above.

QUALIFICATION STANDARDS

1. Bachelor degree in computer and information science or related field.
2. A minimum of three years experience working with daily activities associated with computer and network support.

THE UNIVERSITY RESERVES THE RIGHT TO MODIFY, REASSIGN OR COMBINE POSITIONS AT ANY TIME WITHOUT PRIOR NOTICE.

Employee Signature

Date

Supervisor Signature

Date

Revised: May 2019
Sept 2022