



Job Description

Job Title: Senior System Administrator

JTC: TTW

Salary Range: N08

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. Responsible for maintaining DCCCD system infrastructure, including firewalls, testing computer equipment, backing up databases, installing and updating malware software, installing and rebuilding existing servers as well as other processes. Provides complex systems support to the activities and resources required to provide quality computer operations processing and applications system resource management and availability.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of programming languages and operating systems; current equipment and technologies; networking protocols ; server and PC operating systems and environments, advanced system administration including cloud-based operations, enterprise backup and recovery procedures, and system performance monitoring tools; effective project management techniques. Advanced knowledge of system vulnerabilities and security issues. Ability to keep current on new technologies and best practices related to system administration.

Ability to install new Infrastructure software releases, system upgrades, evaluate and install patches, and resolve software related problems. Ability to plan, organize and document complex system design activities and to configure systems to be consistent with institutional policies/procedures. Installs and configures, and troubleshoots hardware and networking issues.

Must be able to work independently and in a team environment; able to collaborate with management to implement new systems, services and environments. Must be able to effectively lead small teams of system administrators, providing guidance and instruction in the daily operations of networking and system operations. Fosters collaboration and respect among team members, stakeholders and constituents within a diverse, multicultural environment.

Proven analytical and problem-solving skills; ability to assess situations, draw conclusions, recommend and/or implement courses of action in accordance with standard practices and procedures. Must be able to perform multiple tasks concurrently, is flexible in a fast-paced, rapidly changing environment and respond to emergency situations effectively. Demonstrates strong troubleshooting skills, proactively anticipating and preventing problems.



Must be able to communicate technical/complex information both verbally and in writing; establish and maintain cooperation, understanding, trust and credibility. Ability to write reports and create/deliver presentations to all levels of the organization and peer groups in ways that support problem solving and planning. 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 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree in related field plus four (4) 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 monitoring the overall system performance, installation, maintenance, configuration, and integrity of computer software. Applies revisions to host system firmware and software. Ensures security, reliability and capacity of servers; works with a large volume of servers or supports a primary server that supports multiple modules within the district; performs systems backup and recovery. Ensures that records of system downtime and equipment inventory are properly maintained. Stays current with developments in systems administration technology through professional development activities and recommends ways for DCCCD to take advantage of new technology.

Recommends the redesign and configuration of operating systems and system applications. Investigates and analyzes feasibility of system requirements and develops system specifications, methods and solutions. Recommends and implements strategies to improve systems reliability and performance. Monitor the system daily and respond quickly to any security breaches or usability concerns. Assist in integrating new applications and technologies into the current system. Adds, removes or updates user account information.

Builds and maintains cooperative working relationships with diverse members of the IT support staff, other stakeholders/constituents and outside vendors/consultants within the DCCCD community network to assist with problem solving or support activities. Collaborate with departmental team members to determine future system and network needs and strategies for system modifications. Serves as a technical expert in the area of system administration for complex operating systems.

Develops procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse. Develops procedures, programs and documentation for backup and restoration of host operating systems and host-based applications. Implements standards for computer operations and use of software support tools to process scheduling, reports, report generation, database administration, system data backups, performance tuning, and security. Troubleshoots questions and problems reported by end-users and resolves them through the appropriate resources.



Uses effective interpersonal and communication skills when interacting with a wide variety of external professionals and in-house staff from diverse, multicultural backgrounds. Makes recommendations on long-range plans in support of IT objectives and prepares reports as necessary. May perform supervisory/team lead functions.

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