 **Systems Administrator I Standard Job Description**

**Classification Title:** Systems Administrator I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 68

**Job Description Summary:**

The Systems Administrator I, under general direction, performs routine systems administration support functions.

**Essential Duties and Tasks:**

**30% System Administration**

* Installs, upgrades, and configures server hardware and software.
* Assists with the design and implementation of server systems.
* Assists with the installation and configuration of network file servers and hardware. Completes server testing and application.
* Conducts basic server performance analyses and tuning.
* Creates programs for automating system administration.

**20% Problem Management and Support**

* Helps analyze system logs and identify potential issues with computer systems.
* Troubleshoots and repairs hardware and software for servers.
* Troubleshoots and repairs configuration problems and assists with troubleshooting network problems.
* Provides Tier I support and assists with Tier II support.

**10% Consultation and Documentation**

* Assists with recommendations, specifications, and plans for server hardware and software purchases.
* Documents server support methods, procedures, and configuration.

**10% New Technology and System Integration Testing**

* Assists with new technology deployments and system integration testing.
* Assists with the evaluation of new technologies to determine their applicability to clients’ needs.

**10% Data Security**

* Monitors and maintains system security and provides backup, protection, and recovery support for client data.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications**

**Required Education:**

* Bachelor’s degree or equivalent combination of education and experience.

**Required Experience:**

* Two years of systems administration experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Knowledge of word processing and spreadsheet applications.
* Knowledge of intermediate troubleshooting, client relations, formulating and contributing ideas, and the Information Technology Interface Library (ITIL).
* Excellent written communication, analytical, interpersonal, and organizational skills.

**Additional Information**

**Machines and Equipment:**

* Computer
* Phone

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.
* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures.
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**