 **Systems Administrator II Standard Job Description**

**Classification Title:** Systems Administrator II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 69

**Job Description Summary:**

The Systems Administrator II, under direction, performs complex and specialized systems administration support functions, such as troubleshooting, analysis, research, de-bugging, and problem-solving.

**Essential Duties and Tasks:**

**30% System Administration**

* Administers large and multiple client servers including virtual servers.
* Designs and implements servers.
* Installs and configures network file servers and hardware.
* Provides technical oversight of server testing and application and conducts server performance analyses and tuning.
* Assists with routine audits of systems and software.

**20% Problem Management and Support**

* Analyzes system logs and identifies potential issues with computer systems.
* Troubleshoots and repairs complex hardware and software for servers, as well as configuration problems.
* Troubleshoots routine network problems.
* Provides Tier II support and assists with Tier III support.
* Evaluates and follows through on issues and problems until resolved or escalated.
* Implements the evaluation of new technologies to determine their applicability to clients’ needs.

**10% Consultation and Documentation**

* Researches, recommends, specifies, and plans for large server hardware and software purchases in support of clients’ overall goals.
* Reviews the accuracy of documentation of server support methods, procedures, and configuration.

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

* Implements new technology deployments and system integration testing.
* Assists project leader with developing work plans and time schedules for projects including outlining phases, identifying personnel, and computing equipment requirements.

**10% Data Security**

* Performs annual security assessments.
* Designs system security measures, data backup, and protection methods.
* Develops disaster recovery plans for servers.

**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:**

* Three 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**