

**WARTBURG COLLEGE**  
**POSITION DESCRIPTION**

**Title of Position – System Administrator**

**Preparation Date: March 2021**

**Function of Position:**

Responsible to the Assistant Vice President for Information Technology Services and Chief Information Officer (CIO) for installation and connectivity of server and storage systems. Assist the IT Infrastructure Manager and the Systems Architect in configuration of these systems to ensure the stable operation of the College's processes. This includes selecting, installing, maintaining, supporting, and optimizing all new and existing server and storage hardware and software within a virtual server environment.

**Principal Duties and Responsibilities:**

- 1) In collaboration with the IT Infrastructure Manager, install, maintain, and administer all servers on the College's network following accepted change control procedures and ensure all the latest patches are applied. Install and support the virtual server environment to support the needs of the campus. Support integrations with on-premise servers and cloud hosted solutions. Maintain and ensure effectiveness of servers and their associated operating systems, software, and maintenance contracts. (35%)
- 2) Manage Active Directory, authentication services and Group Policies creating, deleting, and changing user security. Manage and monitor Microsoft 365 environment including SharePoint environments and Office365. Assist in development of strategies to maintain system security on all accounts, campus servers and storage systems (20%)
- 3) Investigate and troubleshoot issues related to servers and storage systems. Provide support on break/fix issues related to hardware and software. (15%)
- 4) Oversee the selection, installation, maintenance, and support of campus-wide storage solutions. (10%)
- 5) Monitor storage systems and test server software performance on a regular basis. Develop and deploy methodologies for testing server performance and provide server performance statistics and reports. (5%)
- 6) Audit and Inventory College's datacenter server and storage equipment. Ensure appropriate data center disciplines are followed and documented. Manage service contacts, maintenance, and replacement cycles of all servers. (5%)
- 7) Manage the backup systems for campus to support the business continuity plan requirements. Document and support the business continuity planning and disaster recovery processes. (5%)
- 8) Supports DHCP, DNS and systems and applications related to IP management (IPAM). Assists with the administration of daily IPAM requests from across campus and provides prompt service. (5%)
- 9) Perform other related duties as assigned.

**Supervision:**

Employee proceeds independently working toward objectives established by the Assistant Vice President for ITS & CIO and requiring the use of a wide range of procedures. Employee prioritizes own work and resolves most issues after consulting with supervisor.

**Minimum Qualifications:**

- Bachelor's degree in Computer Science or a related field or Associates Degree with 5 years of technical experience
- Two years of experience managing and configuring servers and enterprise-wide storage systems
- Knowledge of server virtualization environments
- Hands-on experience troubleshooting hardware and software issues with a focus on attention to detail
- Ability to effectively manage multiple tasks, duties, and responsibilities while working both independently and with a team
- Excellent interpersonal relation and communication skills to consult effectively with faculty and staff in a customer-focused manner
- Highly self-motivated with strong planning, organizational and time management skills
- Working knowledge of networking including IP address, DHCP, and DNS management preferred.
- Professional certifications preferred (e.g. Microsoft Certified Systems Administrator)
- Lived experience of diversity is strongly desired. Candidates of color are especially encouraged to apply.

**Application Procedure:**

Please send a letter of interest, including a statement regarding qualities you offer within the context of the Wartburg College mission, résumé, and contact information for three references electronically to: [hr@wartburg.edu](mailto:hr@wartburg.edu). Screening begins immediately and continues until position is filled.