UNIVERSITY OF SOUTHERN CALIFORNIA

Systems Administrator I

Job Code: 165363

Grade: TI
OT Eligible: Yes
Comp Approval: 9/26/2008

JOB SUMMARY:

Works under direct supervision to customize and maintain a multi-platform system configuration, ensuring efficiency and security. Assists in troubleshooting problems reported by users and/or by automated network monitoring systems. Provides assistance related to installations, replacements and upgrades of servers and operating systems as appropriate. Assists in the design, programming and/or installation of tools to help manage systems and application environment.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ Assists with maintaining and administering computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.

______ Monitors systems, servers and auxiliary devices for performance and security. Determines whether adjustments need to be made and confers with technical support staff and vendors as appropriate. Identifies changes that need to be made in the future.

______ Assists with troubleshooting and identifying hardware and software problems in a timely manner; resolves routine problems, replaces defective components and researches resources to identify solutions. Refers more complex problems to appropriate staff for resolution.

______ Installs, tests, implements, and assists users with the implementation of new hardware, software, and applications.

______ Performs data backups and disaster recovery operations. Repairs and/or recovers systems.

______ Assists with design, configuration, and testing computer hardware, networking software and operating system software.

______ Assigns, modifies, and deletes user accounts and resolves security access problems; maintains integrity of the security system.

______ Reviews current technical information pertaining to the operation of computers, servers, peripheral equipment and software.

______ Participates in developing documentation for systems administration procedures.

______ Stays informed of new developments and technologies.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: No
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- Bachelor’s degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 1 year

**Minimum Field of Expertise:**

- Entry level understanding of and experience with systems administration, backups, operating systems programming languages and associated hardware platforms.

**Preferred Education:**

- Bachelor’s degree

**Preferred Experience:**

- 2 years

**Preferred Field of Expertise:**

- Previous systems programming and/or technical support experience preferred.

**Skills: Administrative:**

- Communicate with others to gather information
- Gather data
- Prioritize different projects
- Research information
- Understand and apply policies and procedures

**Skills: Other:**

- Analysis
- Assessment/evaluation
- Conceptualization and design
- Consulting
- Knowledge of applicable laws/policies/principles/etc.
- Organization
- Problem identification and resolution

**Skilled in:**

- Enterprise/information architecture
- Groupware applications
- Incident/problem management
- Large scale storage administration
- Network communications technologies
- Network design, connectivity and capacity configuration
- Network security access, management and testing
- Network systems/data backup, storage and recovery
Operating systems
Personal communication devices
Server applications and hardware
Troubleshooting

Skills: Machine/Equipment:
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Personal mobile communication devices
- Photocopier

Supervises: Level:
May oversee student and/or temporary workers.

Comments:
Must be available to work off-hour shifts and provide on-call support as required.

SIGNATURES:
Employee: ______________________________ Date: ______________________________
Supervisor: ______________________________ Date: ______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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