UNIVERSITY OF SOUTHERN CALIFORNIA
Systems Administrator III
Job Code: 165371

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

JOB SUMMARY:
Works with minimum supervision to customize and maintain a multi-platform system configuration, ensuring efficiency and security. Troubleshoots problems reported by users and/or by automated network monitoring systems. Monitors and adjusts the performance of existing networks and continually evaluates the current environment to help determine future network needs. Coordinates installations, replacements and upgrades of servers and operating systems with operations staff, technical support staff and department users. Designs, programs and/or installs tools to help manage systems and application environment.

JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
<th>% TIME</th>
<th>ACCOUNTABILITY</th>
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<td>Recommends changes to improve systems and network configurations, and determines hardware or software requirements related to such changes.</td>
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<td>Maintains and administers computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.</td>
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<td>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.</td>
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<td>Troubleshoots and identifies 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.</td>
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<td>Performs data backups and disaster recovery operations. Repairs and/or recovers systems.</td>
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<td>Designs, configures, and tests computer hardware, networking software and operating system software.</td>
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<td>Assigns, modifies, and deletes user accounts and resolves security access problems; maintains integrity of the security system.</td>
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<td>Develops documentation for systems administration procedures.</td>
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<td>Provides leadership, guidance and direction to lower level staff.</td>
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<td>Stays informed of new developments and technologies by reading journals and other pertinent publications, maintaining contact with vendors, and participating in professional organizations, meetings and seminars. Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.</td>
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*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.*
EMERGENCY RESPONSE/RECOVERY:

Essential: ☐ No ☐ Yes  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:

3 years

Minimum Field of Expertise:

Advanced understanding of and experience with systems administration, backups, operating systems programming languages and associated hardware platforms. Previous systems administration experience required.

Preferred Education:

Bachelor's degree

Preferred Experience:

5 years

Preferred Field of Expertise:

Technical certifications pertinent to the servers and systems supported.

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.
Lead/guidance skills
Organization
Planning
Problem identification and resolution
Scheduling

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
- Photocoper

Supervises: Level:

Leads one or more employees performing similar work.

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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