UNIVERSITY OF SOUTHERN CALIFORNIA
Supervising Systems Administrator
Job Code: 165379

Grade: TL
OT Eligible: No
Comp Approval: 9/26/2008

JOB SUMMARY:
Provides technical leadership and direction to staff that performs systems administration. Oversees the daily operations of system administration, ensuring performance and other problem issues are identified and resolved in a timely fashion. Supervisory responsibilities include hiring, assigning and monitoring workload, determining priorities, training, and performance management.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

_________  ________ Supervises subordinate staff. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines, and/or terminates employees as required.

_________  ________ Provides technical direction to system administrators and supervises daily activities.

_________  ________ Assigns projects for new services related to department and/or university requirements.

_________  ________ Supervises troubleshooting activities, providing direction and advising when appropriate to escalate.

_________  ________ Identifies and recommends training requirements for all System Administrators.

_________  ________ Works closely with manager and provide updates on all activities.

_________  ________ Ensures organizational unit stays within budget limit. Monitors budget against variances. Estimates, for budget purposes, the future personal and equipment needs for the unit.

_________  ________ Networks with professional counterparts inside and outside the university. Participates in professional associations to stay informed of new developments and technologies. Makes recommendations to senior management regarding technology changes based on developments in field and business needs.

_________  ________ Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

_________  ________ 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
☐ 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:**
- 5 years

**Minimum Field of Expertise:**
- Advanced understanding and strong technical knowledge 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:**
- 7 years

**Preferred Field of Expertise:**
- Prior supervisory or lead experience preferred. Technical certifications pertinent to the servers and systems supported.

**Skills:** Other:
- Analysis
- Assessment/evaluation
- Budget control
- Coaching
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Consulting
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
Public speaking/presentations  
Research  
Scheduling  
Staff development  
Supervisory skills  
Teaching/training

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:
Supervises employees and/or student workers.

Supervises: Nature of Work:
Technical

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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