

Chatham University

Job Description

Job Title: Systems Administrator/Security, Information Technology Services

Position Reports to: Senior Systems Administrator

Position Summary: The Systems Administrator/Security reports to the Senior Systems Administrator and is a member of Information Technology Services (ITS). The Systems Administrator/Security, will assist in keeping the University computers and servers updated, patched, and secure, development upgrades for systems, test new products and upgrades, and manage licensing. The Systems Administrator/Security, will also serve as a backup for the Active Directory system, backup systems, and VMWare environment. He/she is responsible for system administration support, installation/configuration/imaging, operation, maintenance, licensing/contract maintenance, and field support of systems hardware, software, and related infrastructure of Chatham's auxiliary systems. Participates in technical research and development with the Senior System Administrator to enable continuing innovation within the supported systems. Support requires field support to all campus properties including student res halls and multiple campus locations. Assists other ITS groups as needed. Assists in definition of needs, benefits, technical research and strategy, planning and development to ensure supported systems follow ITS's Strategic Plan.

Specific responsibilities include but are not limited to the following:

- Supports with Senior System Administrator, Systems Center Configuration Manager (SCCM) including: OS creation (imaging) for deployment, patch management for client machines and servers – critical and standard updates, deploying software, and maintenance of the SCCM system.
- Software Packaging & Deployment
- Machine Policy Creation, Testing & Maintenance
- Configuration Profile Management
- Operating System & Software Patch Management
- Mobile Device Management (MDM) enrollment
- Device Enrollment Program (DEP) enrollment
- SCCM Administration – Windows OS Management
- Software Packaging & Deployment for Client systems
- Operating System Image Creation, Testing & Deployment
- WSUS Update Deployment for Clients & Servers
- Mobile Device Management (MDM) with Microsoft Intune
- SCOM Server Monitoring & Maintenance
- Secondary/Backup VMWare Administration
- Storage maintenance
- Host maintenance

- Secondary/Backup Azure Active Directory & Group Policy Administration
- Secondary/Backup Windows Server Administration
- License Management Administration
- Applications / licensing that includes Adobe Products, SPSS, Mathematica, and other lab University products
- Linux Server Administration
- Support systems in each of Chatham's multiple locations.
- Develop and maintain system standards.
- Develop and maintain documentation and training materials for using the SCCM system across all campuses.
- Account creation and support back up for Senior Systems Administrator.
- Maintain daily work order tickets submitted to Chatham's ticketing system.
- Continue support of escalated tickets to Senior System Administrator and other ITS groups to ensure ticket completion.
- Perform other duties as required in support of the mission of ITS and Chatham University.

Qualifications:

- Bachelor's or associate degree preferred
- Understanding of network standards such as TCP/IP
- General knowledge of network security
- Ability to independently keep product knowledge and technical skills current with industry standards and developments
- Ability to diagnose problems using good analytical and problem-solving skills
- Ability to communicate with users, ITS staff, vendors, and technical support professionals – good interpersonal skills
- Project management skills to ensure timely installs, upgrades, and repairs
- Experience in an administrative support capacity, preferably in an institution of higher education preferred
- Ability to document systems and develop training materials
- Ability to provide attention to detail is critical
- Excellent organizational skills
- Ability to rack install (sometimes heavy) equipment such communications gear, network edge and core switching, UPS hardware
- Desire to work with students, faculty, and staff
- Ability to remain calm and professional in stressful situations
- Ability to work with vendors to coordinate purchases, repairs, licensing agreements, contracts, and other agreements
- Integrity, adaptability, sense of humor, independence, cooperativeness, and a strong work ethic
- Ability to perform multiple tasks simultaneously

Physical Requirements:

Occasional lifting and/or carrying of equipment and hardware such as UPS devices (100+ pounds), frequent walking across campus, travel to other Chatham sites, physical requirements high

Sit: 20%	Hear: Continuous
Stand: 50%	Speak: Continuous
Walk: 80%	See: Continuous with 20/20 acuity
Stoop/Bend/Kneel Squat: 50%	Use telephone: 80%
Push/Pull: 45%	Use computer: 80%
Reach above shoulders: 50%	Balance: 50%
Write: 20%	
Fine hand manipulation: 40%	