

# MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

## SYSTEMS ADMINISTRATOR

### POSITION OVERVIEW

As a member of the IT team, the Systems Administrator is responsible for implementation and management of high-level user systems and hardware. The Systems Administrator is responsible for maintenance of data center hardware and software, enterprise and end user backups, deployment systems, patching systems, and other mission critical data center and end user components. This is a bargaining unit, exempt, salary position.

### DUTIES

- Implements and manages enterprise communication systems (email, SMS, etc.)
- Recommends, documents, assists with implementation of client based software used in conjunction with enterprise communications systems.
- Installs and maintains end user backup systems.
- Installs and maintains enterprise backup systems.
- Installs and maintains enterprise backup targets.
- Provides specialized support for non-standard hardware, software and network based tools.
- Assists with all aspects of enterprise print management.
- Maintains software distribution and imaging systems.
- Maintains data center virtualization systems.
- Assists with software package and image creation; creates standard operating procedures related to usage.
- Manages Group Policy, Domain controllers, WINS, file servers and other enterprise data center entities as required.
- Manages patch management systems.
- Responsible for all aspects of data center maintenance.
- Serves as technical lead for all Campus Service Provider agreements.
- Assists with enterprise network security initiatives.

- Other duties as assigned

## **SKILLS**

- Excellent customer service skills, and the ability to work well with both internal (Academy) customers as well as external entities.
- Ability to incorporate new and emerging technology into existing environments in a collaborative fashion.
- Ability to act as a change agent who challenges status quo technologically in a thoughtful and collegial manner.
- Knowledgeable with industry standards and best practices for unified messaging systems, end user hardware, and data center devices.
- Ability to work with customers who have varying degrees of technical expertise.
- Exceptional troubleshooting ability required to solve non-routine, complex problems as they arise.
- Computer hardware and software skills are required.
- Ability to troubleshoot and repair hardware and software.
- Critical thinking skills.
- Ability to work in a team oriented, collaborative environment is required.

*This job description reflects the general duties of the job but is not a detailed description of all duties which may be inherent to the position. The Academy may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.*

## **QUALIFICATIONS**

- 10 years of increasingly complex experience in supporting technology end users is required.
- 2 – 5 years of data center and/or advanced technology support is helpful.
- AS or BS in Engineering or Technology field is required.
- Ability to document technical systems is required.
- Strong written and oral communications skills are required.

## **WORKING CONDITIONS**

- Environment can be stressful, competing projects and demands
- Frequent bending and twisting in awkward positions
- Frequent contact with students, parents and external entities
- Some lifting of moderately heavy equipment for various reasons
- Occasional weekend and evening work required

Maine Maritime Academy Position Factor Evaluation			
	Job Title: System Administrator	Job Code: 29400	
	Wage Grade: 23	Total Points: 514	
	Factor	Degree	Points
1	Knowledge and Skill	8	288
2	Effort		
	A. Mental and Visual Effort	5	40
	B. Physical Effort	3	30
3	Responsibility for Cost Control	5	40
4	Responsibility for Others		
	A. Injury to Others	2	16
	B. Supervisory Responsibility	2	16
	C. Sensitive Information and Records	3	24
5	Working Conditions	2	20
6	Responsibility for External and Internal Relations	5	40
	Date of last reclassification: 01-20-2022		