

Job Description

Job Title:	Systems Administrator
Department:	Library
Reports To:	Head, Library Technology and Facilities Services (LTFS)
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	February 1, 2018

Primary Purpose

The Systems Administrator position is responsible for the maintenance and operation of the Library's server infrastructure. The incumbent is accountable for expert level configuration and automation of central systems related to desktop provisioning and end-user infrastructure applications.

Key Accountabilities

Server Administration

- Deploy, monitor and maintain both physical and virtual Windows and Linux servers
- Monitor and maintain server hardware including storage and networking appliances
- Monitor and maintain server performance and uptime
- Monitor and maintain server patching levels through centralized systems
- Monitor and maintain server backups
- Create user groups and define best practices for their management
- Other server administration duties as they arise

Lead and promote Library end-user infrastructure applications

- Provide problem solving and expert consultation services to enable Library departments and groups to match staff needs with available and appropriate technology
- Design and deploy centralized servers supporting both staff and public printing environment
- Create user file shares structure and define best practices for their management
- Design and deploy staff intranet sites and define best practices for their management
- Maintain central systems related to desktop provisioning
- Create and maintain documentation
- Lead, train, and mentor desktop support technician & co-op student in the operation of end-user infrastructure applications

Virtual Desktop Infrastructure

- Configure and automate Windows & Linux desktop images for staff and public workstations
- Manage Group Policy Objects (GPO's), start-up scripts, logging, licensing, etc.
- Performance tuning & troubleshooting
- Create and maintain documentation
- Lead, train, and mentor desktop support technician & co-op student in the operation of virtual desktop infrastructure

As a member of the LTFS team:

- Work collaboratively with library staff to understand the technology needs and processes of library staff and users
- Keep track of and respond to technology trends that may be beneficial to supporting the Library's strategic directions

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- Evaluate, select and participate in technology deployments
- Work collaboratively with Digital Initiatives (DI) to ensure the reliable and effective operation of the Library's technical infrastructure
- Participate as a member of a support team to ensure essential system functionality during times of vacation or illness
- Participate in and provide guidance to others in various projects and committees
- Participate in planning sessions in assigned service areas
- Provide mentoring support
- Serve as a resource to the Head, Library Technology and Facilities Services

Required Qualifications

Education

- University degree or college diploma, or equivalent experience

Experience

- Minimum of 5 years expert level desktop administration - managing large quantities of desktops in an enterprise environment (centralized management)
- Experience with at least one server level operating system (ie. Windows, Linux or other), this includes general maintenance and support with some system configuration understanding
- Experience with enterprise level software such as SCCM

Knowledge/Skills/Abilities (in order of priority)

- Excellent communication and interpersonal skills, both oral and written
- A demonstrated commitment to high quality service
- Ability to work effectively and efficiently without direct supervision
- Demonstrated ability to independently, as well as collaboratively, plan, coordinate, and implement effective information technology projects, including managing multiple and simultaneous projects
- Expert level Windows desktop administration
- Intermediate to expert level Windows server administration
- Intermediate to expert level Active Directory administration
- Intermediate level VMware administration
- Basic to intermediate level Linux server administration
- Basic to intermediate level networking & security

Assets

- PowerShell and bash shell scripting
- Linux configuration management systems
- Management of Teradici end-points
- VMware Horizon View
- Virtual aware backup solutions
- SharePoint administration

Nature and Scope

- **Contacts:** Internally, communicate with employees in all groups and departments throughout the Library and at all levels to gather ideas, envision, articulate, update and inform on projects for which the incumbent is the lead or is otherwise accountable. Externally, communicates with other campus departments to collaborate on shared, or similar, infrastructure.

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- **Level of Responsibility:** The position is responsible and accountable for the projects and other work that the incumbent leads. Expected to develop expertise in server administration. Expected to mentor and coach Desktop Technician in end-user infrastructure applications.
 - **Decision-Making Authority:** The incumbent is responsible for advancing, building, maintaining and providing solutions for end-user infrastructure applications, and work independently and with others, as appropriate. As required, the position consults with the Head, LTFS, Sr. Systems Administrator, members of the Library Managers Group, and others across campus.
 - **Physical and Sensory Demands:** Minimal exposure to disagreeable conditions typical of an office position.
 - **Working Environment:** Minimal exposure to disagreeable conditions typical of an office position exposed to stress and pressure associated with those responsibilities. This position will require occasional evening/weekend work.