

JOB INFORMATION

Effective Date	8/5/2021
Job Code:	3931
Job Title:	Systems Specialist II
Salary Grade/Structure:	005 - Computing
Career Level Name:	P2 - Intermediate Professional
FLSA Name:	Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Information Technology
Job Family:	Networking & System Infrastructure
Job Summary	Under general supervision, the Systems Specialist II is responsible for administering Windows and Linux servers and storage devices for the campus server environment. Responsibilities include maintenance and optimization of Active Directory, Microsoft Exchange, Nutanix Clustering, IIS, VMWare, and file and print services. This position assists in the management of campus enterprise data storage systems, backup/recovery solution, anti-virus/anti-spam solutions, and server OS patch requirements. Works closely with the network infrastructure, systems programming, DBA, and application development staff to ensure optimal operation of university network resources.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
Associate's Degree	Computer Science or related discipline	Required	or
Bachelor's Degree	Computer Science or related discipline	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Some	experience in servers, storage for enterprise application delivery	Required	
Some	experience administering Linux and Unix; maintaining enterprise storage solution (SAN); Server Clustering or virtual machine technologies; writing and utilizing system administration scripts; administering enterprise backup/restore solution; configuring VMWare; Windows Server 2008/2012/2106, Active Directory, Exchange 2010/2013/2016, Microsoft Clustering, SSCM; successful experience installing, maintaining, and administering Windows Server, Microsoft Exchange, and IIS.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
Microsoft Certified Systems Administrator (MCSA)		within 1 Year	Required	or
Microsoft Certified Solutions Associate (MCSA)		within 1 Year	Required	or
Linux Professional: LPIC System Administrator		within 1 Year	Required	or
Red Hat RHCSA or RHCE		within 1 Year	Required	or
	Azure Administrator	within 1 Year	Required	or
Cisco Certified Network Associate (CCNA)		within 1 Year	Preferred	

Knowledge, Skills and Abilities

KSAs	Proficiency
• Knowledge to install, maintain, and administer Windows 7, 8, 10, or later Professional/Enterprise OS or Windows Server 2016 or later	Skilled
• Knowledge to install and desktop applications (including Microsoft Outlook) or Windows Server applications.	Skilled
• Knowledge to configure and administrate Active Directory, Microsoft Exchange, or Linux.	Skilled
• Ability to configure Dell or equivalent brand servers.	Skilled
• Ability to configure PC or server storage devices	Skilled
• Ability to diagnose and resolve PC or server problems.	Skilled
• Ability to work nights and weeks	Skilled
• Ability to communicate effectively both verbally and in writing.	Skilled
• Ability to handle a demanding work environment and schedule.	Skilled

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Perform Windows 2000/2003 server, Active Directory, Microsoft Exchange, IIS, and Linux administration, configuration, and maintenance. Configure and install server hardware and operating systems. Provide Tier 3 support to Support Center as needed.	35%
• Manage applications, print, file services in a distributed client-server environment. Install, configure, test, maintain, and monitor applications software on servers. Create and manage network-based print queues. Create and manage logical file structures on server computers. Write and maintain scripts for system maintenance and administration.	15%
• Manage enterprise storage systems including SAN and NAS solutions. Manage campus enterprise data backup/recovery system.	15%
• Support and evolve campus network security framework. Implement and maintain monitoring tools and anti-virus and anti-spam solutions. Research and identify the latest software releases, service packs and security patches for software including Windows 2000/2003, Outlook, Exchange, Internet Explorer, etc. Utilize patch management tools to deploy security updates.	10%
• Train Systems Specialist I and Support Center staff as needed.	5%
• Maintain various system health monitoring tools. Create, maintain, and distribute monthly performance metrics.	5%
• Assist in the recommendation of appropriate computer hardware and software for university purchase by identifying and evaluating new products.	5%

Essential Functions

Essential Function	% TIME
• Create and document procedures for server operations, including support methodologies and user guides.	5%
• Support development teams on system deployments and performance optimizations. Provide backup to Network Specialist as needed.	5%
• Perform additional duties as assigned	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description