



# POSITION DESCRIPTION

## TITLE: Applications Administrator

<b>FLSA STATUS:</b> Exempt, 1.0FTE	<b>GRADE LEVEL:</b> F
<b>LOCATION:</b> Leffel Lane Campus (remote)	<b>UNIT:</b> Information Technology
<b>SHIFT:</b> Mon-Fri 8:00 am - 5:00 pm evening and weekend flexibility as needed	<b>DEPT:</b> Information Technology
<b>INCUMBENT:</b>	<b>EMPLOYEE SIGNATURE:</b> Date:
<b>REPORTS TO:</b> Senior Vice President, Technology, Safety and Strategic Initiatives	<b>PREPARED BY &amp; DATE:</b> November 2020
<b>Reviewed/Revised By:</b>	EE Name: Date:
<b>Reviewed/Revised By:</b>	EE Name: Date:
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### I. POSITION PURPOSE – *List brief summary of position*

The Applications Administrator serves as a key member of the infrastructure and networking team at Clark State. With extensive collaboration within the team, this person shares responsibility for the overall design, planning, installation, monitoring, maintenance, and troubleshooting of the College network, its related hardware, software, enterprise systems and servers, and related services. This position participates in capacity planning, supports the creation and the maintenance of network disaster recovery plans and monitors all network performance activities. The incumbent is also responsible for general administration of Windows and Linux servers and the applications on them. The Applications Administrator is a part of a team responsible for the administration of the virtualization, storage, and backup/recovery infrastructures supporting the College's servers and services. They demonstrate a high level of knowledge surrounding various application software and systems integration, configuration, and deployment. They display strong analytical, documentation, and troubleshooting skills. They are also skilled in the use of various diagnostic tools and software to enhance the investigation and resolution of software, hardware, or network problems. Additionally, the Applications Administrator supports best-practice and comprehensive information security and as such is responsible for making recommendations to the SVP regarding matters of information security and/or implementing them. This position keeps abreast of new technologies and may identify and implement new technologies and processes that improve the reliability, efficiency, and availability of the network and systems environments.

### II. RELATIONSHIPS AND CUSTOMERS – *(In addition to Clark State Faculty, Staff, and Students, this position also interacts with the following external individuals, organizations and agencies)*

Alumni	Vendors	Board of Trustees	Community

### III. DIMENSIONS – *If this position controls, manages, or has a direct impact on the expenditure of dollars, identify how, the type of budget, and the gross dollar amount involved)*

Capital equipment and network infrastructure budgets.

Plans, specifies, and prepares purchase requisitions.

Recommends software and equipment upgrades, replacements, and maintenance.

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### IV. ESSENTIAL DUTIES AND RESPONSIBILITIES

*Under broad supervision, this position performs the following duties:*

1.	Ensures the stability and availability of College software applications, servers and network services. Associated responsibilities include actively monitoring and responding to issues and services.
2.	Coordinates with other IT staff to troubleshoot and resolve network and system problems. Serves as an escalation tier for Information Technology staff and end users in order to resolve system service issues and interruptions. Ability to work independently and collaboratively to solve complex and time-sensitive issues.
3.	Proactively plans and implements improvements to the College's network and server infrastructure. Responsible for actively recommending changes and designs for network architecture changes, server acquisition and upgrades, and College systems and services.
4.	In collaboration with colleagues, shares in the monitoring, management, and maintenance the College's systems, networks, and servers including but not limited to Voice Over IP (VoIP) telephony systems, virtualization hosts, and other core network and server infrastructure components.
5.	Safeguards College data and services by implementing and maintaining best-practice network security measures and system-level patches as required.
6.	Generates and maintains detailed documentation describing the layout and configuration of the College's network and related infrastructure services as well as an updated and accurate inventory of all associated network equipment, servers, services, and software.
7.	Coordinates and deploys software updates for all desktop and server equipment while maintaining detailed documentation of patch and operating system levels.
8.	Works closely with vendors and contractors concerning equipment support and maintenance, installation of new cabling or equipment, and other network services.
9.	Documents all work, assignments, tasks, and activities and provides timely and accurate communication at all times.
10.	All other duties assigned by supervisor.

**V. SUPERVISORY RESPONSIBILITIES** – *The following position title(s) report to this position. If there are no reporting positions, type "None."*

- None

**Qualifications** – *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

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**VI. EDUCATION and/or EXPERIENCE** – *List minimum requirements necessary to perform essential duties and responsibilities, i.e., High School/GED plus 3-5 years related experience or AS Degree preferred.*

- Bachelor's Degree in Computer Science, Computer Engineering, Network/Systems Administration or related field plus five (5) years of experience in the enterprise technology field, or an equivalent combination of experience, training, and/or education
- Three (3) to five (5) years of systems administration experience, with at least two (2) years of experience with Windows Server 2012 R2 or later required.
- Minimum of two (2) years of experience managing Microsoft System Center Configuration Manager (SCCM) strongly preferred.
- Experience with writing scripts to automate system tasks strongly preferred.
- One (1) to two (2) years of experience with Aruba/HPE ClearPass desired.
- One (1) to two (2) years' experience working with VMWare vSphere Horizon strongly preferred.
- One (1) to two (2) years' experience working with Microsoft Office 365 management strongly preferred.
- Demonstrated knowledge of RedHat Linux (or Debian Linux) desirable.
- Knowledge of NetIQ Identity Manager desirable.
- Knowledge of Ellucian Colleague and UniData desirable.
- Experience with network access and threat monitoring technologies such as Nessus, Snort, and nMap a plus.

**VII. SKILLS AND ABILITIES** – *List basic skills and abilities necessary to perform essential duties and responsibilities, i.e., computer skills, oral and written skills, interpersonal skills, presentation skills, ability to motivate employees, etc.*

- Experience interpreting and/or discussing technical information with people who may be unfamiliar with terminology or technical concepts and be able to provide advice and/or recommendations on complex technical issues
- Demonstrated ability to plan, discuss, and implement software applications and server operating systems and a working knowledge of software and hardware components including servers, storage, routers, switches, and firewalls.
- Proficient in systems administration methodologies and DevOps concepts, including but not limited to: installation, configuration, and maintenance of Windows servers, disaster recovery planning and implementation, robust documentation and change control, virtualization (desktop and server), and System Center Configuration Manager (SCCM).
- Knowledge of Java, JavaScript, C#, Powershell and/or UniBasic desired.
- Working understanding of relational database schemas for SQL Server.
- Demonstrated aptitude in learning new technologies and possesses a flexibility in the continuous growth and change which is part of an innovative technology team.
- Excellent oral and written communication with an ability to communicate with a diverse group of individuals.
- May be required to work irregular hours including evenings, weekends, and holidays in order to support the mission of the organization.
- Organized and detail oriented with the ability to prioritize responsibilities and user needs and complete projects with minimal supervision.

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**VIII. CERTIFICATES, LICENSES, REGISTRATIONS** – *List minimum requirements necessary to perform essential duties and responsibilities, i.e., Certified Novell Administrator (CNA), Certified NetWare Engineer (CNE), Professional Human Resources (PHR), Certified Public Accountant (CPA), Notary Public, Ability to be Bonded, etc.*

- Valid Ohio Driver's License

**IX. LANGUAGE SKILLS** – *(To be completed by HR)*

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**X. MATHEMATICAL SKILLS** – *(To be completed by HR)*

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**XI. REASONING ABILITY** – *(To be completed by HR)*

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**XII. PHYSICAL DEMANDS** – *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, i.e., ability to lift up to 75 pounds, etc. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (To be completed by HR).*

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

**XIII. WORK ENVIRONMENT** – *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (To be completed by HR).*

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually quiet.