



DATE ISSUED: 10/11
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Instructional Operations Systems Administrator

JOB SUMMARY

The Instructional Operations Systems Administrator provides technical leadership in the support of inter-networking systems and may serve as a project manager and team leader. Has a leadership role in support of design, development, implementation, delivery, and maintenance of resources specifically used for Instructional Support Services technical and functional operations. Has responsibility for a diversity of Instructional Support systems: learning management systems, classroom instructional support systems, videoconference systems, business intelligence systems, and other technical operations maintained through Instructional Support Services, and support/maintenance of web-based user resources. Work is performed under the limited supervision of the Director of Instructional Operations and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

This position exists within several units of Instructional Support Services. Consequently, the priority of duties and responsibilities may differ depending on the mission of the particular work unit.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Instructional Operations

Supervises: No supervisory responsibilities

PRIMARY DUTIES - *May include, but not limited to the following:*

Provides highly responsible support of technology systems and services for Instructional Support Services
Maintains responsible use of hardware, software, peripheral equipment, tools and test equipment.

*Instructional Operations
Systems Administrator
Date Issued: 10/11
FLSA: Exempt
PTO: VCS*

Installs, services and supports desktop, network, and other technical equipment/systems.
Responsible for system outages analysis, system performance management and monitoring.
Responsible for continual review and improvement of system operations practices.
Provides immediate response to problems and emergency situations affecting normal operations.
Performs capacity planning for data storage and performance.
Responsible for proactive review of systems performance.
Works closely with others within the division of Technology and Information Services and appropriate external vendors to ensure efficient functionality of resources.
May serve as a project team leader for services and initiatives including planning, development, testing, and implementation.
Works in close alignment with various technical staff within the division of Technology and Information Services.
Provides support and problem resolution for Instructional Support Services systems, technical operations, web-based user documentation and resources.
Responsible for local technical support and troubleshooting of learning management systems needs in conjunction with staff within the division of Technology and Information Services.
Responsible for technical server support and troubleshooting of classroom/classroom control and monitoring system.
Responsible for technical server support and troubleshooting of videoconference services as well as video on demand services.
Assist other members and functions of the Technology and Information Services division as required.
May serve as a liaison between Instructional Support Services and end users and vendors.
Maintains procedures and policies to ensure the security and integrity of systems/networks.
Assists in the implementation of institutionally appropriate and effective disaster recovery plans.
May be required to work a flexible schedule, including nights, weekends and holidays.
May be required to work an on call schedule.
Responsible for writing and maintaining technical procedures and policy documentation.
Gathers and evaluates data to ensure appropriate technical solutions are pursued, developed, and implemented.

ADDITIONAL DUTIES

Assist with end user functional support of learning management systems and other technical resources provided through Instructional Support Services.
Assist with end user functional support of classroom instructional and videoconference systems.
Plans or develops relevant user documentation.
Provides University or community related service that may or may not directly impact institutional goals or initiatives.
Performs other duties as requested.

EDUCATION

Bachelor's degree and technical short courses and seminars relating to computing, networking, and telecommunications. Additional technical certifications preferred.

EXPERIENCE

Three years progressively responsible experience in technology systems with emphasis on network and infrastructure development and support. Additional experience may substitute for required education on a year for year basis. Previous experience in a higher education environment preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Requires a thorough understanding of both theoretical and practical aspects of an analytical, technical, or professional discipline.

Knowledge of modern computing, networking and communications systems.

Requires the examination and intermediate analysis of technology systems.

Positive track record of successful communication and problem-solving skills.

Strong grasp of basic business principles and business and industry-specific terminology.

Requires frequent study and training to ensure high quality levels of technical support for end users.

Ongoing technical professional development with associated certifications may be required.

Demonstrated ability in website design content, development, and management.

Working knowledge of multiple web design technologies, such as HTML, DHTML, JavaScript, and XML.

Operating systems management

OS compatibility and interoperability

Account management

Risk analysis and continuity management

Configuration modification, backup, restore and location (e.g. registry, INI files)

Directory, file structures and systems

Installation of applications

Test system utilization

Database concepts

Software lifecycle management

Documentation systems and knowledge database

Ability to complete complex technical projects, given detailed specifications.
Ability to work effectively under the supervision of others.
Establish and maintain effective work relationships with students, faculty, staff, and the public.
Ability to communicate effectively orally, by phone, in person, and in writing.
Ability to represent the department and University in a friendly, courteous, and professional manner.
Ability to follow instructions and apply learned knowledge beyond available instructions.
Ability to work independently and as part of a team.
Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
Respond to emergency situations in a timely manner.
Effectively prioritize tasks in a high-pressure environment.
Ability to use a personal computer and other office equipment.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift/or move 25+ pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. Daily exposure to PCs and networks.

SAFETY

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

Instructional Operations
Systems Administrator
Date Issued: 10/11
FLSA: Exempt
PTO: VCS

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.