**RHODE ISLAND COLLEGE**
**JOB DESCRIPTION**

Title:              Technical Programmer (Systems Administrator)
Status:            Full-time (may involve evening and/or weekend work as required)
Grade:            12
Union Affiliation:   PSA@RIC (Professional Staff Association)
Reports To:        Manager, Network and Telecommunications – Technical Services

## PRIMARY PURPOSE:

Assist with the maintenance of the College server infrastructure in support of College-wide information systems.

## DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Install, upgrade and troubleshoot server hardware, operating systems, applications and system software.
- Perform system administration functions including system maintenance and configuration, file sharing, printer queue management and performance management.
- Manage the configuration and performance of system and network services including but not limited to Active Directory, Web, FTP, DNS, DHCP, antivirus distribution and backup services.
- Assist with analyzing current and planned network usage, establishing trends and identifying bottlenecks.
- Assist with developing procedures and operations and installation documentation for installed systems and applications.
- Assist with the planning and development of new projects and systems including researching and recommending new technologies and server infrastructure equipment.
- Assist in establishing and maintaining server infrastructure security.
- Coordinate with vendor service personnel during installation, upgrade or maintenance of communications facilities.
- Function independently or as a member of an information technology team as assigned.
- Participate in committees, working groups, councils, etc. in support of information technology initiatives.
- Assume project leadership role in the implementation of selected server infrastructure projects as assigned.
- Provide backup for duties of other Technical Programmers and other staff members within the server infrastructure area.
- Respond to emergencies outside of normal working hours as needed.
- Train and supervise student employees and lower level network/telecom technicians as assigned and assist in evaluating training needs.
- Maintain an active commitment to professional development.

Occasional Job Functions:

- Perform other related duties as required or as assigned by the Manager, Network and Telecommunications – Technical Services.
- Provide related administrative functions and help desk support; as required, work, non-standard shifts, and provide on-call, telephonic or pager support.
- As part of training, perform functions normally assigned to unit and project although to a lesser degree.

## REQUIRED QUALIFICATION STANDARDS:

Education:

Bachelor's degree.

Experience:

Four years of experience in the installation, maintenance and troubleshooting of server hardware and software systems of which two years' experience shall be in the system administration of an Active Directory based server infrastructure.

Skills, Knowledge and Abilities:

- Demonstrated competence with network and server technology; personal computer hardware, software and peripherals, and the uses of information technology to support organizational objectives.
- Demonstrated strong interpersonal and communication skills.
- Ability to work effectively with faculty, administrators, students and colleagues.
- Availability for emergency call-in.
- Ability to travel overnight for training and support locations within Rhode Island and surrounding states.

## PREFERRED:

- Bachelor's degree in computer science or closely related field.
- Microsoft Certified Systems Engineer (MCSE).
- Demonstrated ability in providing a high level of system reliability and availability.
- Experience with Cisco equipment and/or Unix/Linux

## ENVIRONMENTAL CONDITIONS:

The position requires significant lifting, moving, and/or installation of moderately heavy equipment (such as computers) and other related information technology components.

**The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.**

*As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.*