USC University of Southern California

Senior Staff Server Administrator (ITS)
Job Description

JOB INFORMATION

Job Code:	166949
Job Title:	Senior Staff Server Administrator (ITS)
FLSA Status:	Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Oversees the day-to-day maintenance and operations of university servers to ensure stability and security. Manages the coordination between a broad range of customers, partners, and key stakeholders in administrative and academic units to ensure best-in-class system administration services. Acts as a technical subject matter expert for ITS co-workers, and provides training assistance and technical mentorship to teams. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	*Pref*	*Degree*	*Field of Study*	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

X	Combined experience/education as substitute for minimum education

Work Experience

Req	*Pref*	*Work Experience*	*Experience Level*	
X		8 years		
	X	10 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

	Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	*Pref*	*Functional Skills*
X		Extensive experience installing, configuring, modifying and supporting virtualization technologies (VMware or similar) and Windows and Linux Operating Systems.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Extensive experience with scalable management automation and orchestration methodologies and tools for cloud platforms.
X		In-depth knowledge of networking, routing, firewalls, subnets, subdomains, VLANs, and VxLANs.
X		Extensive experience with network security and troubleshooting network issues on operating systems.
X		Experience with monitoring, auditing, analysis, tuning and optimization of system performance, patching, upgrades, and security and capacity planning. Extensive experience with Unix and PowerShell scripting, and with Perl, Python or other modern language scripting.
X		Proven ability to interpret, analyze, and apply pertinent service level agreements, policies, procedures, regulations, and other requirements, and turn them into actionable outcomes.
X		Experience leading in project-based environments, and the ability to report on project status, evaluate project risks, and escalate project issues, if necessary.
X		Experience background architecting and mirating on-premise workloads to IaaS cloud platforms.
X		Ability to evaluate multiple vendor-data products, document test plans, assist in vendor selection, and develop deployment workbooks.
X		Excellent organizational skills, able to set priorities and manage multiple projects.
X		Exemplary communication skills, able to persuade individuals across an organization and effectively communicate or negotiate with others.
X		Able to develop positive working relationships and mentor, guide and support server administration team members.
	X	Experience in IT, higher education, or other relevant fields.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees the day-to-day maintenance and operations of university servers to ensure stability and security. Manages collaboration and coordination with key stakeholders and partners across the ITS organization, communicating positively and effectively, and ensuring delivery of quality system administration services.				
Oversees system planning, configuration, implementation, updates, and maintenance. Ensures operations are consistent with university processes and policies. Identifies ways to improve existing procedures, develops and recommends realistic adoption methods, and shares details with key stakeholders.				
Creates and supports procedures for prioritizing and addressing support issues escalated by the customer experience team. Serves as technical expert for highly complex issues, communicating clearly with stakeholders. Maintains a knowledge base of articles, tutorials, and training resources to support internal team operations.				
Maintains currency with new and emerging technologies, leveraging the latest industry knowledge to facilitate opportunities for innovation and continuous improvement. Advises and guides team on new and emerging technologies. Encourages collaboration and risk-taking for exploration of new ideas and approaches. Manages new and ongoing process improvement efforts within the team.				
Oversees the integrity of networks, platform services, and related hardware. Provides direction and technical expertise for the configuration and maintenance of server platforms. Facilitates technical activities so that system operations are consistent, reliable, and accessible to campus users. Administers optimization and automation activities, based on sound statistical analysis.				
Leverages best practices for effective troubleshooting and problem-solving support. Presents opportunities for improvement, and measures success factors when implementing change.				
Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse groups of peers, team members, and leadership. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Collaborates with team members and management, implementing effective solutions to support the network engineering team's vision. Maintains currency with technology, standards, and best practices. Supports process improvement efforts within the team and across the ITS organization.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

Campus Security Authority (CSA)		Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/		No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____   _____   _____
Print Employee Name   Signature   Date

_____   _____   _____
Print Manager Name   Signature   Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills,
duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.