Job Description

Desktop Systems Administrator

POSITION SUMMARY
Provides a broad range of services to support, maintain, and develop the desktop computing environment and associated infrastructure for college owned computer equipment. Support focus is on the labs and specialized systems within academic departments.

RESPONSIBILITIES (ESSENTIAL FUNCTIONS)

- Manage, maintain, and administer the systems (servers and applications) that are used to deliver and support the desktop computing infrastructure (imaging, print management, desktop management, software licensing, software distribution, and desktop backup). The system administration responsibilities include:
  - Management of Windows and Macintosh server operating systems.
  - Install, configure, and maintain application software.
  - Apply operating system and application upgrades, patches, and hot fixes.
  - Monitor systems health, perform regular maintenance, and coordinating regular backups.
  - Trouble-shoot reported problems and apply solutions to resolve.
  - Understand the application to provide integrations with other systems, generate reports as needed, and provide training to LITS support staff that requires interaction with the system.
  - Coordinate and communicate upgrades and maintenance with LITS support providers and user community.
  - Make recommendations regarding security settings, data backups, performance settings, and server replacement requirements to Network Services.
  - Actively participate in supporting diversity, equity, and inclusion in the Hamilton community.

- Act as project leader for large scale desktop integration team initiatives.

- Participate in cross-team departmental initiatives as a representative of Desktop Integration Services.

- Develop and manage software configurations, images, and distributions. Includes usability, security, patches and updates, integrations with LITS services, and licenses.

- Develop and implement enterprise level desktop technologies, tools, solutions, and integrations.

- Use acquired knowledge of desktop and other technologies to make frequent recommendations for team, department, and campus initiatives.

- Work in collaboration with LITS teams, college offices, outside consultants, and vendors to evaluate and implement new technologies. Integral to this responsibility:
Job Description

- Perform needs analysis.
- Research and evaluate new technology products and services.
- Define proposed solutions, efficiencies, and benefits, and recommendations.
- Define project plan, timelines, and corresponding support services (including ongoing support).
- Implement project, make revisions as needed.

- Communicate progress and necessary details to all involved parties.
- Administer the systems used for imaging, print management, desktop management, software licensing, software distribution, and desktop backup.
- Provide hardware and software installation services for standard desktop computing technologies. This includes:
  - Desktop computers, mobile devices, network printers, scanners, and other desktop accessories.
  - Hamilton standard software and other specialized academic and business-related software.
  - Installation of software images.
- Administer enterprise services to support the standard desktop computing environment (1700+ desktop computers, 200+ network printers, scanners, mobile devices, and various peripherals):
  - Install and maintain hardware.
  - Configure and install software applications and images for Macintosh and Windows operating systems.
  - Distribute campus-wide software applications, updates, patches, and configurations.
  - Maintain central print services.
  - Re-image computer systems including data transfer as needed.
  - Maintain and audit software licenses.
- Provide advanced technical support to end-users and LITS for desktop-based hardware, software, and services.
- Assist with the annual computer replacement project as needed (during March – September). This team project changes in scope and process annually and responsibilities will change accordingly.
  - Coordinate details and schedule installation with end-users.
  - Image, deliver, and setup new hardware, apply system customizations, transfer data, setup user accounts, and provide orientation of new hardware and software setup.
Job Description

- Prepare old hardware for out-processing.

- Answer the Desktop Integration Services Team telephone line and e-mail account the equivalent of 1 day per week. Logs all phone calls and/or support requests in call tracking systems used by the team.

- Administer services for various specialized software applications and third-party client/server or cloud-based systems:
  - Research system requirements and recommend implementation details.
  - Install and configure application, client, cloud software.
  - Liaise with technical support from software developer and end-user to install system updates, patches, and hotfixes and trouble-shoot end-user issues as needed.
  - Document system setup details and log updates.

- Coordinate activities related to the procurement of desktop computer hardware, software, and peripherals for all campus. This includes:
  - Review product specifications and compatibility requirements
  - Process orders/returns with vendors
  - Receive goods which may include unloading a truckload of equipment

- Keep abreast of new desktop computing technologies including:
  - Research and test new versions of operating systems, campus standard software, and other specialized software.
  - Evaluate new software distribution technologies, remote desktop management technologies, and other technical tools and technologies.

- Maintain an electronic inventory of computer equipment: hardware, software, user details.

- Prepare technical documentation relative to services, products, and operating procedures.

- Participate as needed in team projects and department initiatives.

EDUCATION AND PREVIOUS EXPERIENCE REQUIREMENTS

A Bachelor’s degree in a relevant field or the equivalent of education and experience combined. A minimum of 5 years of experience performing similar duties.
KNOWLEDGE, SKILLS, AND ABILITIES

Job-related qualifications representing the knowledge, skills, and attributes an individual needs to possess in order to perform the job in a satisfactory manner.

- Advanced knowledge of the College supported Macintosh and Windows operating systems (Mac OS 10.8 through 10.10 and Windows 7 through Windows 10).
- Advanced knowledge of the College supported standard application software (Office 2016 & Office 365, Google Apps, Mozilla Firefox, common Web plug-ins, Adobe CC and Sophos).
- Experience with desktop management and deployment tools (e.g. Microsoft System Center Configuration Manager, Windows Deployment Services, Apple Remote Desktop, JAMF DEP, DeployStudio, Microsoft Active Directory and Group Policy).
- Experience with virtual machines and knowledge of networking fundamentals.
- Desire and ability to work independently and as part of a team
- Strong organizational skills
- Positive customer service orientation and excellent interpersonal skills
- Demonstrated commitment in working effectively with individuals of diverse backgrounds
- Technical writing experience
- Strong written and verbal communication skills
- Certifications for college supported operating systems:
  - Yosemite - Apple Certified Support Professional
  - JAMF Certifications
  - Windows - Microsoft Specialist