

GEORGETOWN UNIVERSITY		PIN:
INFORMATION TECHNOLOGY POSITION DESCRIPTION		Date:
CLASS TITLE: SERVER SYSTEMS ADMINISTRATOR		
Please check one: <input type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Updated for files only		

A. General Information:

Name of Incumbent:		
Class Code: 2250	Departmental Position Title:	
Supervisor (Name, Title and Phone):		
Home Dept.#:	Dept. Name:	
Cost Center(s):		
Is this a Term position?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Exp. Date:
Number of months per year:	Number of hours per week:	

B. Position Summary: *This should explain why the position exists. Choose one level only which describes how the position functions 80% of the time..*

<p><input type="checkbox"/> Intermediate level: This position is a technician that is responsible for assisting in the management, planning, and operations of the servers managed by the Enterprise Server Systems (ESS) team in the Network and Computing Systems division of University Information Services. Requires advanced planning skills and technical knowledge to perform semi-complex, relatively varied tasks. In a clearly defined environment, position has accountability to make a value added contribution in resolving issues and problems. This requires a search for solutions within an area of learned things. This position receives periodic direction from UIS management and works with other Systems Administrators to implement project objectives based on those directions.</p> <p><input type="checkbox"/> Advanced level: Responsible for assisting in the management, planning, and operations of the servers managed by the Enterprise Server Systems (ESS) team in the Network and Computing Systems division of University Information Services. Requires advanced planning skills and technical knowledge to perform semi-complex, relatively varied tasks. In a broadly defined environment, position has accountability to resolve issues and problems. This requires a search for solutions within an area of learned things. This position receives periodic direction from UIS management and works with other Systems Administrators to implement project objectives based on those directions.</p> <p><input type="checkbox"/> Senior-level: Responsible for directing the management, planning, and operations of the servers requiring advanced planning skills and technical knowledge to perform complex, intricate tasks. In a broadly defined environment, position has accountability to resolve issues and problems. This requires analytical, interpretive or constructive thinking. Receives periodic direction from higher management and is free to develop project objectives, organizational changes and budget justifications based on those directions. This position is expected to help develop the policies and procedures which determine the use and operation of these systems.</p>
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C. Organizational Characteristics: *Please attach organizational chart.*

Organizational Unit:
Reporting Responsibilities:
Supervisory Responsibilities:

D. Principal Accountabilities: Select only those duties which directly apply to the position you are describing. You may expand on duty statements for clarity. You may add duties which are not listed, but which you feel are important. Indicate percentage of effort (time) required. Percentages must equal 100%. You must check whether an accountability is Essential (E) or Non-Essential (NE) for Americans with Disabilities Act purposes. Please check whether task is performed (D)aily, (W)eekly, (M)onthly or on a (P)eriodic basis.

<input type="checkbox"/> 1. (%)		Administers Servers
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	This person assists in the setup, maintenance, and administration of servers. Helps to ensure that servers meet Service Level Agreement (SLA) performance and uptime standards. Supports a variety of applications and processes that depend on the servers.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	This person has primary 24x7 responsibility for the setup, maintenance, and administration of servers. Ensures that servers meet Service Level Agreement (SLA) performance and uptime standards.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Supports a variety of applications and processes that depend on the servers, including but not limited to backup, off-site tape rotation, disaster recovery preparedness, directory and time synchronization, network printing, remote server management, remote user access, and system security.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Plans for future growth and development of server systems, advising on the need to replace, upgrade, or expand servers at least one year prior to the server's meeting a performance bottleneck.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Provides 24x7 server support by participating in the ESS group after-hours on-call schedule and performing scheduled maintenance and upgrades during weekend and evening hours.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 2. (%)		Tests New Products and Configurations
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Keeps in touch with cutting-edge server solutions and attending professional training and conferences, as appropriate.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Assists with testing new products, technology, and configurations in the testing lab and provides assistance with integrating them into the server infrastructure to provide better performance, greater up-time, and new features to the user community, both internal and external to UIS.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Responsible for thoroughly testing new products, technology, and configurations in the testing lab and integrates them into the server infrastructure to provide better performance, greater up-time, and new features to the user community, both internal and external to UIS.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	
<input type="checkbox"/> 3. (%)		Performs Cyclical Projects
<input type="checkbox"/> E <input type="checkbox"/> NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Assists with regular maintenance and audits to server systems, including security audits, capacity management, and software patch level surveys.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Participates in periodic disaster recovery testing, which may be either announced or unannounced and may require travel to a remote disaster recovery site.

	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Performs regular maintenance and audits to server systems, including security audits, capacity management, and software patch level surveys.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Performs periodic disaster recovery testing, which may be either announced or unannounced and may require travel to a remote disaster recovery site.
□4. (%)	Coordinates and Communicates with Other Groups.	
□E □NE	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Works on a regular basis with members of several other groups within UIS, including the Help Desk, Operations Center, and Enterprise Systems Integration teams.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Informs other groups of the current status of server systems and plans for future changes and installations.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Trains other groups on how to best interact with servers.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Works with other groups to optimize the performance of applications running on servers (such as GroupWise and Oracle).
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Coordinates system changes with application owners to ensure minimal negative user impact.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Develops technical guides that explain system use and access for distribution to technicians in other groups and the user community as a whole.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	Helps to develop and refine policies and procedures relating to security, data integrity, change control, and documentation of server systems. Works in accordance with these procedures.
	<input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P	

E. Dimensions:

Number of Persons Supervised:	Direct:	Indirect:
Number of Students Supervised:	Direct:	Indirect:

Leadership: Check the most descriptive statement for the job as a whole.

<input type="checkbox"/> 1)	“Work/Project Leader”: answers general questions and provides assistance; maintains assignment completion schedules; performs the same tasks as others.
<input type="checkbox"/> 2)	“Team Leader”: advises and directs the teams; answers complex questions functioning as an expert resource; maintains assignment completion schedules. Performs the same and higher level tasks.
<input type="checkbox"/> 3)	Supervisor: <u>participates</u> in the selection process of new employees; assists with performance appraisals; disciplinary problems are referred to a higher level. Performs similar and higher level tasks.
<input type="checkbox"/> 4)	Supervisor: <u>solely responsible</u> for hire/fire decisions; performance appraisals; employee training and development; handles disciplinary problems. This person will be evaluated on these decisions.
<input type="checkbox"/> 5)	Supervisor: responsible for multiple units or areas, each with supervisors who have hire/fire authority.
<input type="checkbox"/> 6)	Not applicable to this position.

Complexity of Work: Check the most descriptive statement

<input type="checkbox"/> 1)	Routine: Primarily deals in one singularly directed functional area. Awareness of related areas is not significant.
<input type="checkbox"/> 2)	Semi-complex: Requires some integration of different but relatively similar bodies of knowledge and/or functions. Some analytical ability becomes prevalent.
<input type="checkbox"/> 3)	Complex: Functions differ significantly from each other or a major function is broad and requires integration of differing complicated bodies of knowledge. Analytical ability is clearly required.
<input type="checkbox"/> 4)	Very Complex: Involves complicated bodies of knowledge/functions that differ substantially from each other.

Freedom of Action: *Check the most descriptive statement*

- 1) General Supervision: Proceeds on regular tasks, referring questionable situations to supervisor.
- 2) Very General Supervision: Resolves most questions, accomplishes most tasks without guidance.
- 3) Little Guidance: Performs complex functions, establishes priorities, resolves issues, rarely refers to supervisor.
- 4) Plans, develops, and implements functions/projects for functional unit(s) or team(s).
- 5) Other (explain):

Impact: *Check the most descriptive statement*

- 1) Decisions could positively or negatively affect the immediate work, individual user or group of users.
- 2) Decisions could positively or negatively affect a large group of users, entire department, or networked systems.
- 3) Decisions could positively or negatively affect multiple departments.
- 4) Other (explain):

Interactions: *Check the most descriptive statement and describe contacts*

- 1) Exchange basic information and normally requires ordinary courtesy and effectiveness in informing others.
 - 2) Exchange and interpret information requiring understanding to influence others.
 - 3) Exchange, analyze, and interpret information requiring various approaches to influence others.
- Describe the people with whom this position has regular contact. Identify level and title of GU positions or describe persons outside GU:

Fiscal Responsibility:

Budget responsibilities (creation or disposition) or salary dollars:

Capital inventory affected:

Physical Working Conditions: *Describe physical environment, lifting, walking, fumes, odors, etc.*

F. Minimum Qualifications:

Academic Level: High School College Bachelor's Master's Doctorate

Degree Program (list):

Practical Experience in Years:

- 1) Intermediate level: 3-5 years work experience in
- 2) Advanced level: 5-7 years work experience in
- 3) Senior level: 7+ years work experience in

Technical Qualifications or Specialized Certification:

Other Skills:

G. Additional Information About this Position:

Supplementary information as applicable. List responsibilities that have changed since the last position description was done, or reasoning behind creating a new position. List all special skills required, characterized as mandatory or desired.

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H. Signatures:

Incumbent:
Supervisor:
Dept. Head or Authorizing:

1/2000

Attach Organizational Chart