



**Job Description
Server Administrator**

Salary Level:
CCP 17 (Subject to Willis)

Date Approved/Revised:
12/9//24

POSITION PURPOSE:

Under the supervision of the CT State CIO, the incumbent of this position is responsible for systems technical support of computer hardware and software. This includes setup, maintenance, installation, and support of system hardware and management of Internet, system administration and other related software.

SUPERVISORY AND OTHER RELATIONSHIPS:

May supervise professional and/or support staff. Provides operational direction to campus level Techs I & II. This includes oversight to make sure that only authorized techs are interacting with secure or isolated systems.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position, but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Assists in the installation and maintenance of computer server and desktop operating systems, including but not limited to current versions of Windows and Linux. This includes hardware setup, software installation/configuration and the day-to-day administration (performance tuning, monitoring, troubleshooting, etc.).
- Manages, installs, configures and updates software for internet/intranet services and network services, including but not limited to web services, email services, collaboration tools, and FTP services on multiple hardware platforms using multiple software protocols.
- Researches and investigates new hardware, software and management tools relating to applications and systems. Assists in developing security measures for Internet and network usage. Installs and configures firewalls, proxy servers and other tools to ensure security and privacy.
- Will provide leadership and guidance for public safety hardware and software that will include, but not limited to, CJIS, COLLECT, Emergency Phones, emergency notifications & alerts, building controls, video surveillance, and other public safety specific services. This will include being fingerprinted and undergoing a background check, and maintaining the required level of access to interact with and manage these systems.
- This position will be expected to work closely with CT State Chief of Police and CT State Police Captain, as well as work with IT Operations, campus public safety staff, vendors, and police officers.
- Assists in the development and hosting of server-based and cloud-based computer applications

Develops standard operating procedures (backup/recovery, error logging, account creation, file/print services, system alerts, etc.) and trains staff in the implementation of these procedures.

- Collaborates with System Office departments, specifically, though not limited to:
 - Windows Operations for Active Directory Services
 - Information Security Program Office (ISPO)
 - Identity Management (IM) team – cross-functional team consisting of Enterprise Application and Senior Systems Administrators.
 - Data Center
- Using permissions to interact with these stations will
 - Install, wire, configure, and test server equipment and workstations
 - Administer and manage server hardware and storage systems (SANs)
 - Handles backup services

- Develops processes and procedures that adhere to System Office Standards and Board of Regents Policies, as well as federal and state requirements

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Professional experience in data and wide area network applications in a large organization.
- Demonstrated knowledge of policy development, programming and analysis of data and wide area network systems.
- Network + certification preferred Server + certification preferred
- Experience substantially comparable to the above may also be considered.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in telecommunications, computer science or a related area together with two to five years of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.