



**Job Description
Systems Manager**

Salary Level:
CCP 17 (Subject to Willis)

Date Approved/Revised:
9/10/24

Position Purpose:

The Systems Manager performs and oversees the installation, operation and maintenance of complex servers and enterprise applications at a Community College which uses information technology services to support such functions as instruction, business operation, student records, library services, messaging and e-mail systems and computer labs. The position may also provide a range of information technology services to the various computer users of the College including installation, configuration and testing of personal computers, printers and other such devices and the diagnosis and repair of operating problems with those types of equipment. The incumbent frequently performs hands-on hardware and software installation, testing, operation and servicing. The position's work follows industry and Community College standards for server and application installations.

Supervisory and other Relationships:

The Systems Manager typically works under the direction of the Campus Director of Information Technology or other administrator. The Systems Manager may directly supervise or may provide functional guidance to one or more technical staff members or student workers in such areas as equipment and software installation, operation, monitoring or servicing.

The incumbent is required to have substantial collaborative relationships with administrators, faculty, students and general public and is expected to represent the College in a positive manner.

Major Accountabilities:

The Systems Manager is accountable for assuring the technically sound and functionally appropriate installation, operation, and maintenance of the College's enterprise serving environment, as well as of related personal computers, workstations and peripheral equipment and for providing technically competent installation, operation and maintenance of other campus computer hardware and software, as directed, through effective performance in these essential functional areas:

- Effective installation, management, administration, and functioning of the College's servers;
- Effective installation, management, administration, and functioning of the College's enterprise applications such as file sharing, databases, email, directory services, web services, home-developed applications, software distribution services, etc.;
- Support for the College's information technology requirements;
- Coordinate enterprise server and other related infrastructure pieces with other areas within the Information Technology Department;
- Guidance and assistance to faculty, students and staff in use of information technology systems;
- Training, development and supervision of assigned staff.

Examples of Duties:

The following examples of duties and accountabilities 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.

A. Effective installation, management, administration, and functioning of the College's servers: The Systems Manager is accountable for performing the installation, operation and maintenance of the College's server

environment to support the College's academic and administrative purposes. This accountability includes such essential tasks as:

1. Installing, wiring, configuring and testing of server equipment, mass storage equipment, and related personal computers, workstations and peripheral hardware;
2. Administration and management of server hardware environment through configuration, change, release, incident, problem, service level, availability, capacity, security, mass storage and backup, and service continuity measures;
3. Developing appropriate processes, procedures, and standards related to the serving environment;
4. Providing effective and helpful computer system support by diagnosing, fine-tuning and solving operating malfunctions.

B. Effective installation, management, administration, and functioning of the College's enterprise applications such as file sharing, databases, email, directory services, web services, home-developed applications, software distribution services, etc.: The Systems Manager is accountable for performing the installation, operation and maintenance of the College's enterprise applications to support the College's academic and administrative purposes. This accountability includes such essential tasks as:

1. Installing, configuring, fine-tuning, and testing of server and client-server applications, and related personal computers, workstations, and peripheral applications;
2. Administering and managing the enterprise application environment through configuration, change, release, incident, problem, service level, availability, capacity, security, mass storage and backup, and service continuity measures;
3. Determining the proper software for enterprise operation and installing, modifying and testing that software on server equipment;
4. Developing system applications, scripts and programs;
5. Developing appropriate processes, procedures, and standards related to the enterprise application environment;
6. Providing effective and helpful system support by diagnosing and solving malfunctions.

C. Support for the College's information technology requirements: The Systems Manager is accountable for researching, developing and recommending automated systems to assist in accomplishing the College's services. This accountability includes such essential tasks as:

1. Researching and analyzing computerized systems and methods and recommending those best suited for enhancing the productivity and efficiency of College operations;
2. Participating in the planning, design and deployment of server and enterprise application installations and enhancements;
3. Modifying and improving existing systems, software, and hardware;
4. Adhering to industry and CT- State standards for installations and operations.

D. Coordinate enterprise server and other related infrastructure pieces with other areas within the Information Technology Department: The Systems Manager is accountable for the coordination of enterprise server issues to other areas of the College and within the Information Technology Department as appropriate. This accountability includes such essential tasks as:

1. Appropriately communicating system activities, problems, projects, etc.;
2. Working with various areas within the College to ensure the effective use of technology.

E. Guidance and assistance to faculty, students and staff in use of information technology systems: The Systems Manager is accountable for helping faculty, students and staff in their use of the College's enterprise serving environment. This accountability includes such essential tasks as:

1. Conducting useful and informative demonstrations and training for faculty, students and staff including such subjects as applications needed for access to network resources and e-mail systems;
2. Guiding and demonstrating faculty and students in applications of complex instructional systems for computer labs and classrooms;
3. Recommending and demonstrating to staff and students applications needed for access to computing resources.

F. Training, development and supervision of assigned staff. The Systems Manager is accountable for providing training and guidance to assigned staff and student workers to contribute to their proficiency in the skill areas necessary for their effective job performance. This accountability includes such essential tasks as:

1. Demonstrating and instructing assigned staff and student workers in techniques and methods of servers and enterprise applications;
2. Providing leadership, coaching and supervision to assigned staff to assure their effective and efficient performance

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.

All of these may involve attendance at evening or weekend events.

The incumbent is required to maintain currency in the position's required fields of professional expertise and competencies.

The incumbent is required to maintain complete confidentiality of student records and other materials or information of a confidential nature.

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:

- Server hardware and software, basic understanding of local and wide area networking, software design and development, equipment assembly and installation;
- Installing, operating, adapting, diagnosing and repairing malfunctions in server equipment and software;
- Developing in appropriate programming and scripting languages for effective system application development (includes web-related tools);
- Administering and managing a variety of specialized applications such databases, directory services, mass storage and backup applications, etc.;
- Leading staff members in a technological and academic environment;
- Interacting favorably with faculty, administrators, staff, students and public.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in computer science or related technological discipline together with two to five years of experience in computer system, software and application design, development and implementation; 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

Incumbents work in offices, computer rooms, classrooms, computer laboratories, data closets and telecommunications areas. The work involves installation, movement and adaptation of such equipment as computers, servers, printers, routers and hubs which require incumbents to exert substantial physical effort. Work may be performed at more than one physical site. Reasonable accommodation will be made for candidates with physical limitations.