



Louisiana's
Community & Technical Colleges
Changing Lives, Creating Futures

System Administrator

The Louisiana Community and Technical College System (LCTCS) invites applications for the position of System Administrator.

Position Summary:

The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff and customers.

Duties and Responsibilities:

SA Engineering and Provisioning

- Engineering of SA-related solutions for various project and operational needs.
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Install and configure systems such as LCTCS line of business applications or infrastructure management applications.
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.
- Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.

Operations and Support

System Administrator 1.15.2019

- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Perform regular file archival and purge as necessary.
- Create, change, and delete user accounts per request.
- Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.

Maintenance

- Apply application and OS patches and upgrades on a regular basis, as well as upgrade administrative tools and utilities. Configure / add new services as necessary.
- Upgrade and configure system software that supports IT infrastructure applications or line of business applications per project or operational needs.
- Maintain operational, configuration, or other procedures.
- Perform periodic performance reporting to support capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Maintain data center environmental and monitoring equipment.
- Ensure server and infrastructure security through use of security audit tools and timely remediation of identified issues.

Qualification Requirements:

Formal Education & Certification

- Bachelor's degree in computer science related field or 4 years work experience in similar IT role.
- Systems Administration/System Engineer certification in Microsoft technologies (MCSE) desired.

Knowledge & Experience

- Proven experience and success with Windows Server, Windows Active Directory, VMWare and other infrastructure products
- Proven experience with server capacity planning, security principles, and general management best practices.
- Expert knowledge of Active Directory and Virtualization design principles, best practices, and related technologies.
- Experience in implementing and managing virtualized systems desired.
- Three to Five years' experience designing, implementing, managing and supporting enterprise data center environments that include support of a heterogeneous distributed desktop computing environment required.
- Excellent hardware troubleshooting experience.
- Proven experience with Microsoft CRM desired.
- Competence with management tools and procedures for system operations.

Personal Attributes

- Strong interpersonal, written, and oral communication skills.
- Able to conduct research into systems operation issues and products as required.
- Ability to present ideas in user-friendly language.
- Highly self motivated and directed, with keen attention to detail.
- Proven analytical and problem-solving abilities.
- Able to effectively prioritize tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Work Conditions

- Ability to operate on a scheduled on-call basis.
- Sitting for extended periods of time.
- Occasional inspection of cables in floors and ceilings.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Must possess a valid Louisiana driver's license and be capable of driving to campuses within the state.

Additional Requirements:

A valid Louisiana Driver's License
Proof of motor vehicle insurance

In accordance with LCTCS Policy #6:036, a criminal history check will be conducted on all new hires. LCTCS participates in the federal E-Verify system for identification and employment eligibility purposes.

Compensation:

Depends on Qualifications

Application Instructions:

Applicants for this position should submit 1) a cover letter, 2) resume and 3) the names and contact information of three work-related references to:

Human Resources Specialist
Louisiana Community and Technical College System
265 S. Foster Drive
Baton Rouge, LA 70806

or via email to employment@lctcs.edu.

Applications will be accepted until position is filled.

For more information about the Louisiana Community and Technical College System, visit www.lctcs.edu. LCTCS is in partnership with Louisiana Economic Development FastStart and Louisiana Job Connection.

Louisiana Community and Technical College System is committed to diversity and is an equal opportunity / equal access employer.