Title: Systems Administrator I

Team: Systems and Technology Organization for Architecture

Date: June 21st, 2021

Position Overview Summary:
Individuals in the Systems Administrator role are responsible for a range of applications, services, and solutions to support students, faculty, and staff in the Architecture community. They provide proactive and effective technical support to a diverse customer base, delivering solutions to technical and non-technical end users through a variety of channels, while also supporting a wide range of technology and services. Responsibilities include business and occasional off-hours incident response, problem management, endpoint management, project coordination, hardware/software/OS repair, and knowledge management.

This position will be working directly with customers in person and remotely via chat/email/meeting platforms to identify issues and solutions, and also with vendors, development teams, and IS&T/MIT service owners to resolve requests and incidents. The ability to learn and adapt quickly and understand new technology and services is required.

Systems Administrators are solutions focused and should work to increase customer satisfaction, deepen client relationships, inform/empower our clients, engage with partner teams, and effectively manage expectations to a broad base of customers. They must also be able to work well with development and partner teams, accurately describing incoming problems and then translating their technical answers into customer-friendly responses.

Systems Administrators work with a broad range of infrastructure products and networking components. They provide support, maintenance and guidance for moderately to highly complex client products, and may work on one or more projects concurrently as a team member. This role will assist with the implementation of new administrative products and services, as well as share responsibility for support and maintenance of existing systems.

Essential Functions:
• Deliver comprehensive support via the most effective channel for the customer.
• Respond to, triage, and escalate issues as appropriate. Diagnose and resolve customer support issues and own the lifecycle of incidents, requests, and problems for the client base.
• Mobilize internal support resources as needed and work with vendors and partner teams on appropriate escalations.
• Manage updates on issues to ensure client satisfaction and productivity.
• Review trends in ticketing systems and with working groups to identify recurring problems, potential problems, or problems and incidents that affect multiple clients to effectively find solutions and manage an organized response.
• Assess the need for new solutions on an individual or large-scale basis, and seek to build supportable, sustainable, and scalable solutions where possible
• Design and deploy standard client support processes, plan and schedule installation and deployment projects.
• Partner with applicable vendors and IS&T partner teams to assist with root cause analysis, problem management, and to ensure efficient operations within the ecosystem.
• Develop documentation for processes, policies, and procedures and manage the overall scope, quality, and effectiveness of documentation as it evolves.
• Manage the creation and modification of documentation for known resolutions and solutions to common problems within the Knowledge Base/FAQs.
• Inform and empower our client base, and understand their mission and function
• Other additional responsibilities as needed

Education:
Bachelors in Information Systems or Computer Science or equivalent work experience in Computer Science, Information Systems, or related field preferred.

Qualification & Technical Skills:
• Experience with supporting Mac, Windows, iOS, Linux and Android platforms, and diagnosing/resolving problems across their software, hardware, and managed service product lines.
• Typically requires 3 or more years of relevant technical and business work experience with project and solutions implementation experience.
• Experience with Endpoint management services and tools required, preferably SCCM, Casper, Active Directory and VMWare platforms
• Experience with common IT ticketing platforms, preferably Service Now
• Ability to be flexible and adaptive in a fast-paced environment.
• Ability to leverage central, local, and 3rd party resources to find the best solution.
• Ability to take ownership of technical issues, and partner with various teams in IS&T to resolve more advanced issues when necessary.
• Ability to coordinate and manage projects on small and large scales
• Strong diagnostic skills and a working knowledge of current technology to resolve escalated customer complaints without the need for management intervention.
• Experience with Windows and Linux (Ubuntu or Solaris) server architecture and maintenance
• Experience with local and cloud based virtualized servers preferred
• Excellent verbal and written communication skills.
• Experience with ITIL and Agile practices and methodologies
• Higher Ed experience and working knowledge of research computing practices preferred