



GADSDEN STATE COMMUNITY COLLEGE JOB DESCRIPTION

Wallace Drive Campus

Created on: 2/11/2025
Revised on: 2/11/2025

Job Title	Salary Schedule	Grade	Job No.
Systems Administrator – Infrastructure	C3		AD9943
Reports To	FLSA Status	Grant Funded	Tenure Track
Director of Information Technology Services	Exempt	No	Yes

JOB SUMMARY: The Systems Administrator – Infrastructure is responsible for maintaining the college’s physical/virtual server environment, firewalls, virtual private networks (VPNs), and data backups. This position is responsible for setting up and maintaining server hardware, server operating systems, storage area networks (SANs), and PC systems; loading software, and providing technical support as assigned. In addition, the Systems Administrator – Infrastructure is responsible for ensuring that all computer systems college-wide are secure. This position reports to the Director of Information Technology Services (ITS).

QUALIFICATIONS:

- ◆ Two (2) years or equivalent of postsecondary education with a minimum of 36 semester hours in information systems, computer science, or related area from an approved U.S. Department of Education accredited institution
- ◆ Three (3) years of experience in a related position to include technical support

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- ◆ Bachelor’s degree in computer science, information systems, or a closely related field from an accredited institution
- ◆ Extensive experience with Windows Server Operating System and Linux
- ◆ Extensive experience with server virtualization in a medium-sized to large environment
- ◆ A firm understanding of cybersecurity fundamentals
- ◆ Experience managing backups and using backup software
- ◆ A deep understanding of Firewalls
- ◆ Experience configuring and maintaining a VPN in a medium-sized to large environment
- ◆ Experience with Endpoint Detection and Response (EDR) services
- ◆ Experience supporting flash storage systems

DUTIES:

- ◆ Provide assistance to the Director of ITS in developing and maintaining a robust information security program
- ◆ Manage and monitor the College’s disaster recovery backups including maintaining the VEEAM backup server
- ◆ Maintains a robust backup program for mission critical PCs

- ◆ Provide assistance to the Director of ITS in enhancing and managing the College's cybersecurity posture
- ◆ Maintain firewall(s)
- ◆ Maintain spam filters and antivirus software
- ◆ Maintain server hardware
- ◆ Maintain storage area networks (SANs)
- ◆ Maintain ESXi/VMware environment
- ◆ Develop and maintain a test lab environment for use by all ITS personnel to vet new software prior to production, debug issues, etc
- ◆ Audit access to the College's IT systems
- ◆ Executes upgrading of hardware and software in administrative and academic areas
- ◆ Provides faculty and staff with technical computer support
- ◆ Remains current with use of emerging technologies, as well as becomes a competent user of present institutional hardware and software
- ◆ Is available for occasional evening and weekend technical computer support
- ◆ Perform other duties as assigned
- ◆ Comply with all policies of the Alabama Community College System and the College

Note: The intent of this description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described below represent those that an employee may encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

Physical Demands:

- ◆ **Mobility:** Primarily sedentary work with occasional standing, walking, bending, and reaching; may require movement between campus buildings and data center locations
- ◆ **Manual Dexterity:** Regular use of standard office equipment, such as computers, printers, and networking tools; frequent use of specialized IT hardware and components
- ◆ **Lifting:** Ability to lift and carry materials, including IT equipment, weighing up to 50 pounds
- ◆ **Communication:** Clear and effective verbal and written communication skills are essential for troubleshooting, technical documentation, and collaboration with faculty, staff, and external vendors

Work Environment:

- ◆ **Setting:** The position is based in an office environment within an educational institution but may also require work in server rooms and data centers
- ◆ **Travel:** Occasional travel may be required to attend training sessions, conferences, or to support satellite campuses
- ◆ **Schedule:** Standard work hours are expected; however, flexibility is necessary to accommodate system upgrades, maintenance, and emergency technical support, which may occur outside of regular business hours

- ◆ **Interaction:** Regular collaboration with IT staff, faculty, administrators, and external vendors to maintain and enhance IT infrastructure and security

Reviewed by:

Employee Signature

Date