Saint Michael's College
Job Description

Job Title: IT Systems Administrator

Department: Information Technology

Supervisor or Manager: Director of IT

Date Created: 12/15/2020   **Last Revised:** 06/21/2023

Our Mission: It is the mission of Saint Michael's College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objective:
Provides operational and technical support to the Information Technology Department and broader SMC community related to systems across the organization

Essential Duties and Responsibilities:

- Administers general systems for IT services including network printing, phones, network faxing, helpdesk ticketing and ticket routing, departmental application servers, etc.
- Understands the user account life cycle across the college's IT systems
    - Onboarding and offboarding processes for employees, students, vendors, and people otherwise affiliated with SMC
    - Integrations between various college IT systems in regard to how user accounts are provisioned, replicated, granted access levels, and decommissioned
- Provides operational support for the printing of campus ID cards and associated system maintenance
- Assists in support of end user computing devices including laptops and mobile devices
- Sees the value of cultural, ethnic, gender, and other individual differences in people. Helps to create an environment of learning about, valuing, encouraging, and supporting differences
- Seeks different points of view and leverages diverse perspectives in group processes and decision-making. Checks own views against the views of others
- Supports fair treatment and equal opportunity for all. Listens to and objectively considers the ideas/input of others. Respects the talents and contributions of all individuals

Secondary Responsibilities:
- Participates in system patching processes
- Provides secondary support for system backups

Positions Supervised:
- None

Position's Major Contacts:
- Information Technology Department team
- Saint Michael's College faculty, staff, and students

Demonstrates Excellence:
- Answers IT tickets timely
- Engages with constituents with a high level of inclusivity, equity, and sensitivity
- Demonstrates a customer service oriented approach when working with students and employees and has an ability to diffuse escalated customer service situations
- Has the ability to reflect on one's own racial identity and how it has shaped one's own life experiences and current perspectives

- Thrives in a fast-paced environment; learns new information quickly
- Works collaboratively both within the department and with colleagues from across campus to solve problems in a manner that meets the needs of of students and employees
- Is well organized, self-motivated, and a problem solver who can think analytically and critically
- Actively participates in and contributes to the larger Saint Michael's community

Education/Skills and Work Experience:
- Bachelor's degree or equivalent combination of education and experience
- Has technical and computer-related work experience and background
- Has strong communication and customer service skills
- Experience in trouble shooting/problem resolution

Knowledge, Skills and Abilities:
- Ability to work in fast paced, flexible work environment with time-sensitive projects
- Ability to work independently and as part of a team; has self-motivation, adaptability, and a positive attitude
- Ability to lead training sessions
- Ability to prioritize, coordinate, and organize work to meet deadlines

Analytic Skills:
- Ability to read and interpret documents such as operating instructions, procedure manuals, and technical specs

Language and Literacy Skills:
- Reads and interprets financial documents and policies
- Regularly writes reports and correspondence
- Explains policies, listens to questions, responds with a problem-solving mindset
- Speaks to individuals and small groups effectively

Computer/Technology Skills:
- Familiarity with Microsoft Office / Outlook
- Familiarity with a helpdesk ticketing system

Physical Demands:
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk
- Occasionally lift and/or move up to 10 pounds

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.