

Systems Administrator - University Technology Services

Job Description

The University of Denver IT Customer Service/University Technology Services (UTS) provides quality solutions to technology issues for the University of Denver community. As the first point of contact for the University community, we provide Tier 1 and Tier 2 support for a wide variety of services, applications and software that are academic focused, customer centric and proactive in leveraging innovative technology and services for improved teaching, learning and productivity.

Position Summary

The Systems Administrator, under the direction of the Help Center Manager, is responsible for maintaining desktop computer and virtual desktop images and administering the desktop support solutions for the University of Denver.

Essential Functions

- Monitors and maintains computer imaging systems availability, performance, and security.
- Analyzes, installs, configures, integrates, and maintains systems software, hardware, and related applications.
- Tests, troubleshoots, and optimizes systems performance.
- Responds to complex technical and workstation support requests from users and technical staff.
- Monitors and maintains availability, performance and security of imaging systems software, hardware, and related applications.
- Analyzes, installs, configures, and maintains operating, network, and other imaging systems software and utilities, servers, and other hardware and related applications systems.
- Adds, removes, and integrates software and hardware into existing systems.
- Administers SCCM, Mac OS X server, DeployStudio, Symantec Ghost, Adobe Connect Server, Windows RDP, DU License Management Server (DULM), Windows Server Update Services (WSUS), JAMF Caspar Suite, AirWatch and related solutions used to image or support servers and desktops in the DU environment.
- Tests systems and applications software including the impact of software updates and patches.
- Troubleshoots hardware and software systems.
- Optimizes systems performance.
- Conducts inventory of systems components.
- Monitors and analyzes resources including internal memory and disk space.
- Implements computer software and hardware licensing, warranty and vendor service agreements.
- Applies system updates and configuration changes.
- Maintains data recoverability.
- Implements data backup and disaster recovery procedures.
- Responds to security breaches, service interruptions, and other critical situations to re-establish system functionality.
- Responds to complex technical and workstation support requests from users and technical staff.
- Installs and maintains hardware, software and peripheral equipment for user workstations.
- Documents processes and procedures addressing administration, Customer Service procedures, and testing procedures for the setup and imaging of University computers and VM/VDI clients.
- Maintains standard images for PCs with Dell Image Direct and other appropriate systems and vendors.
- Maintains standard images for MAC systems with JAMF Casper Suite, DeployStudio and other appropriate systems and vendors.
- Maintains software and license tracking for DU computer labs.
- Coordinates systems with other internal/external systems and systems administrators.
- Participates in planning for system development and expansion.
- Participates in systems software and/or hardware projects.
- May manage projects of limited scope or portions of large and/or complex projects.
- May guide technical staff on a project basis.
- Supports Desktop Support Specialists and others in UTS Customer Service department with customer service as needed to consistently maintain desktops and virtual machines at DU.

- As appropriate, performs duties assigned by the Manager of Field Support Services, including field support, phone support, walk-in support, training, and attending meetings on behalf of Field Support Services and Customer Service.

Knowledge, Skills, and Abilities

- Knowledge of computer systems administration and/or programming theory, principles and practices.
- Knowledge of current computer operating system programming languages and technologies.
- Knowledge of current computer security practices and network protocols.
- Knowledge of current software and hardware technologies.
- Skill in installing, configuring, and maintaining computer hardware, operating and application systems and utilities.
- Skill in testing updates and patches.
- Skill in analyzing and improving systems efficiency, and integrating systems changes.
- Skill in providing technical support to users and technical staff.
- Excellent interpersonal, verbal and written communication skills in the English language.

Required Qualifications

- Bachelor's degree in Information Technology, Management Information Systems, or related field; or at least two years of higher education combined with relevant work experience.
- Three to five years of progressive information technology experience in systems administration, desktop and virtual desktop image creation and deployment, remote desktop support, and desktop support.

Preferred Qualifications

- Master's degree in Computer Science, Information Technology, Management Information Systems, or related field.
- Five or more years of progressive information technology experience in systems administration.
- Advanced knowledge of desktop administration.
- Experience with Altiris, SCCM, Mac OSX Server, DeployStudio, Symantec Ghost, Adobe Connect Server, Windows RDP, Windows Remote Assistance, DU License Management Server (DULM), and Windows Server Update Services (WSUS).

Work Schedule

Monday through Friday, 8:00 am - 4:30 pm.