Florida® National University
SINCE 1982
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Position Title: Assistant to the System Administrator
Reports To: System Administrator & VP of Operations
Classification: Exempt
WC Code: 8869
Position Type: 5th Level

Summary:
The Assistant System Administrator is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software. This person will maintain properly functioning computers and lab equipment throughout all FNU campuses. Will be required to provide training to staff and faculty, and must participate 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.

Major Responsibilities: Include hardware repair, OS Installation, Dell Manufacturer phone support and troubleshooting, replacing broken hardware, maintenance, research and development to ensure continual innovation. Oversee the installation, configuration, testing, debugging, and repair of hardware/software including peripheral equipment; coordinate major installation work; install and test application and operating software, patches, and fixes; install and configure network peripherals and Antivirus software; resolve software and hardware conflicts; install and support special applications software; monitor staff responses to user problems with hardware and software; ensure customer service and technical standards are met. It is the responsibility of the Assistant to the System Administrator to maintain properly functioning computers and lab equipment throughout all FNU campuses. Will be required to work evenings and weekends as needed and travel to remote office(s) with little advanced notice. Follow all FNU Policies, Procedures, Rules and Regulation and the FNU Code of Ethics. As well as, Title IX, Family Educational Rights and Privacy Act, as amended from time to time ("FERPA"), Florida Information Protection Act of 2014, as amended from time to time ("FIPA"), the EU General Data Protection Regulation as amended from time to time (GDPR) and all other applicable federal, state and local laws, rules, and regulations**.**

Work Days/Hours: Monday-Friday from 12:30pm to 9:30pm may have morning and weekend hours as needed.

Education and Experience:
- Minimum Associates Degree in Computers
- Minimum of four years of IT experience
- Must have excellent communication skills and be able to work in a team environment
- Must have server Support experience
- Bilingual is a plus.

Specific Skills, Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily:

1. Read, understand and comply with the University's mission, the catalog, the University's policies and procedures, the Staff Handbook and Institutional Effectiveness process
2. Responds to communications (email/voicemail) on a daily basis.
3. Maintain all Information Technology equipment and software including servers, computers, printers, and audiovisual equipment in the classrooms, offices, labs, and libraries
4. Organize spare parts, computer work area, and keep minimum stock of required repair items and all media
5. Maintain hardware and keep software inventory up to date and maintain copies of original software handy for daily use as well as keep originals software stored securely
6. Maintain user accounts, system login scripts, file, print and Active directory attributes
7. Manage system backups and restore or recover files when data or software is lost or damaged
8. Use the internet to obtain information, download software, and security patches, etc. as needed to keep all equipment and software up to date
9. Client OS administration
10. Server Administration, Repair and Troubleshooting
11. Installing and configuring antivirus software
12. Printer administration
13. Troubleshoot system problems
14. Ability to troubleshoot the network and resolve any problems
15. Ability to work on multiple projects and prioritize them to finish them on time
16. Communicate clearly using electronic means and verbal communication (phone or face-to-face)
17. Provide exceptional customer service on technical topics to a diverse group of customers with varying degrees of technical knowledge
18. Make effective and independent decisions and prioritize tasks
19. Knowledge in Backup Exec software

20. Knowledge of Microsoft Office Platform
21. Knowledge of all Microsoft operating systems.
22. Participate in the self-studies and committees conducted by the University.
23. Participate in the new students' orientation.
24. Support and participate in the University's Commencement Ceremonies.
25. Performs any special project assigned by the President or supervisor.
26. Performs other duties as assigned.
27. Ensure they are in compliance with Title IX of Education Amendments Act of 1972.

The candidate must be willing to take on all duties necessary to complete the tasks that are required of them. Work involves walking, standing, bending, crouching, and carrying equipment and supplies.

This job description is intended to describe the general nature and level of work being performed by individuals assigned to this position. It is not intended to be construed as an exhaustive list of all tasks, duties, skills and/or responsibilities required for this position in each Campus at all times. Tasks, duties, skills and/or responsibilities may vary from individual to individual, campus to campus and over time, depending upon various factors. These are general guidelines for this job position.

To apply for this position please click on the link below:
https://workforcenow.adp.com/jobs/apply/posting.html?client=fnuedu