UNIVERSITY OF MARYLAND LIBRARIES POSITION DESCRIPTION FORM

Check one: Faculty Exempt <u>X</u> Non-Exempt Oti	າer
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FOR LIBRARY HR USE ONLY – Position Number

Date Prepared: March 29, 2012 **Division:** ITD

Prepared by: Uche Enwesi **Department:** User Services and System

Administrator Team

Reports to: Uche Enwesi **Position Title:** IT Systems Analyst

NATURE OF WORK:

Identify, analyze, and troubleshoot wide-area network problems; assist with the configuration, monitoring and troubleshooting of UNIX, Linux and windows servers. This includes enterprise equipment such as Cisco switches, Storage Area Network (SAN) and PIX firewall; design, administer, monitor, backup and restore the Library domain servers. Serve as 2nd level technical staff that will handle special projects and solve problems that escalated from helpdesk. Activities require interaction with application software and operating systems to diagnose and resolve unique, recurring and non-recurring problems. The position utilizes one-on-one consultancy with end users and Library staff. The employee in this position also assists in the maintenance and testing of network servers and associated equipment. The position's responsibilities require independent and team-based analysis, communication and problem solving. Work is performed with little supervision and requires initiative and independent judgment.

DUTIES AND RESPONSIBILITIES

- 1. As a member of the User Services and System Administrator team, serves as the primary systems administrator for Linux servers and services. -50%
 - Deploy and configure new systems both physical and virtual system.
 - Create, optimize build processes and deployment tools.
 - Daily run and maintain of systems including monitoring for system health, performance, and security.
 - Linux system performance monitoring and capacity planning.
 - Document server configurations, and scripts, and all other relevant information in a repository to share information.
 - Monitor system performance, utilization and make needed system optimization as needed.
 - Install, configure, and document new servers and applications.
 - Maintain and audit user accounts.
 - Manage fileserver utilization (shared folders, quotas, etc.).

- Maintain servers and system security according to campus standards.
- Track vulnerabilities and apply appropriate patches and upgrades.
- Generate statistics for operational review and planning.
- Manage backup process and perform data recoveries as needed.
- Ensure systems team support requests are answered within one business day.
- Respond rapidly to system maintenance needs, including on weekends and evenings.
- Be able to write shell scripts.
- Assist with managing our VMware infrastructure and NetApp SAN.
- Work with the Systems Team in developing System Administration Policies and Systems Team long-range planning.
- Work with the Systems Team on security audit processes for all systems.
- Collaborate with the Libraries on selecting and implementing a new integrated library catalog system.
- Design, deploy and maintain virtual infrastructure solutions based on VMware across multiple operating systems.
- Administer, maintain and troubleshoot multiple Storage Area Networks (SAN), Network Attached Storage (NAS).
- Provide support in performance monitoring, back-ups, reporting, problem identification, management, and resolution.
- Work on special projects.
- Coordinate the establishment of automated processes, run manuals, standard operating procedures and documentation to insure 24/7 system availability.
- 2. Work closely with the Manager of User Services and System Administrator Team to assist in daily functional operations of the department. 25%
 - Stay current on hardware and software news, and participate in strategic planning and tactical decision-making.
 - Assist with specification and acquisition of hardware and software.
 - Maintain inventory and licensing records, including documentation of hardware and software acquisitions.
 - Assist with preparation of presentations to the faculty, administration, trustees, and others.
 - Recommend and / or perform upgrades on systems to ensure longevity.
 Install customer-installable computer equipment; load and maintains software.
- 3. As a member of the User Services and System Administrator team, provide 2nd level help desk and field support in our mixed Windows/Mac environment. 10%
 - As a back-up to primary help desk staff, provide telephone, remote system administration and in-person support, troubleshooting problems and questions from faculty, staff, and students.
 - Assist other staff with installing, upgrading, and maintaining desktop hardware and software, managing standardized configurations and software images.
 - Train and orient staff on use of hardware and software.

- Set up and maintain user accounts in Active Directory and other databases.
- Maintain accurate documentation of device configurations and network connections.
- 4. Advise, inform and train users on computer system operating procedures and policies. Answer questions and give information about well-defined areas, some of which may require limited interpretation of policy. 5%
- 5. Participate in library committee work 5%
- 6. Perform other duties, as assigned. 5%

PHYSICAL DEMANDS:

The employee is occasionally required to lift and carry materials up to 50 pounds in weight. Specific vision abilities required by this job include close vision and the ability to adjust focus.

While performing the duties of this job, the employee is frequently required to sit, talk, and listen. The employee is occasionally required to walk; use hands to finger, handle, or operate computers, objects, tools, or controls; and reach with hands and arms.

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATIONS (Knowledge, skills, and abilities):

- 1. Think critically Use logic and analysis to identify the potential enhancements and flaws in security measures.
- 2. Make decisions and resolve problems Seek out information and data to evaluate, prioritize and formulate best solution or practice.
- 3. Demonstrate leadership and foster collaborative team approach interacts well with front line and management providing consultation and expert advice on systems security related topics.
- 4. Analyze, interpret and present research findings in clear, concise reports.
- 5. Communicate clearly and concisely, both orally and in writing.
- 6. Establish and maintain effective working relationships; work independently and demonstrate initiative.
- 7. Research, test and evaluate vendor hardware and software products

EDUCATION:

Required: Bachelor's Degree plus 4 years of experience or a minimum of a HS Diploma or equivalent plus 6 years of professional IT experience in a higher education environment.

EXPERIENCE (Be specific, indicate the minimum years of experience and skills needed):

Required:

Must have strong background with Linux for example RHEL 5.x, 6.x, Centos and other Linux distribution, and core products/components (patching, boot from SAN, multipathing, etc).

IT systems management experience.

Excellent troubleshooting skills.

Good communication skills (written, oral and listening).

Strong multi-tasking skills. Must have ability to work independently as well as be a team player.

Technical knowledge of SAN/NAS infrastructure.

Hands-on SA experience in LINUX, security and system hardening, and systems integration.

Experience with hardware and software administration to client workstations, servers, storage systems and peripherals.

Preferred:

Experience with SAN/NAS infrastructure
Database administration (Oracle, Postgres,MsSql)
Red Hat Certified System Administrator (RHCSA)
Solaris 10

Possession of a valid driver's license.

Employee's Signature	Date
Print Employee's Name:	
Supervisor's Signature	Date

*Note: Asterisk indicates these are essential job functions.

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