



JOB INFORMATION

<i>Job Code:</i>	165367
<i>Job Title:</i>	Systems Administrator II
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student and/or temporary workers.
<i>Job Family:</i>	Systems Administration
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Works under general supervision to customize and maintain a multi-platform system configuration, ensuring efficiency and security. Troubleshoots problems reported by users and/or by automated network monitoring systems. Monitors and adjusts the performance of existing networks. Helps coordinate installations, replacements and upgrades of servers and operating systems with operations staff, technical support staff and department users. Designs, programs and/or installs simple tools to help manage systems and application environment.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	
	X	3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Intermediate understanding of and experience with systems administration, backups, operating systems programming languages and associated hardware platforms.
	X	Previous systems programming and/or technical support experience preferred.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Maintains and administers computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.				
Monitors systems, servers and auxiliary devices for performance and security. Determines whether adjustments need to be made and confers with technical support staff and vendors as appropriate. Identifies changes that need to be made in the future.				
Troubleshoots and identifies hardware and software problems in a timely manner; resolves routine problems, replaces defective components and researches resources to identify solutions. Refers more complex problems to appropriate staff for resolution.				
Installs, tests, implements, and assists users with the implementation of new hardware, software, and applications.				
Performs data backups and disaster recovery operations. Repairs and/or recovers systems.				
Designs, configures, and tests computer hardware, networking software and operating system software.				
Assigns, modifies, and deletes user accounts and resolves security access problems; maintains integrity of the security system.				
Reviews current technical information pertaining to the operation of computers, servers, peripheral equipment and software.				
Develops documentation for systems administration procedures.				
Stays informed of new developments and technologies.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR

partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.