



Classification Description

Job Title: Applications Systems Administrator I

Pay Grade: TD010

Job Code: T046

FLSA Status: Exempt

Job Purpose

This specialized, highly technical position assists with the administration, management and design of application servers, and core services that are shared among the College's applications. The Applications Systems Administrator I also configures, upgrades, and installs Banner 9 applications.

This position collaborates with the Application Development and Web Applications teams to ensure system requirements are met, and that systems and services are up-to-date and patched. This position also builds, configures, and deploys new servers/core services/Banner 9 applications; troubleshoots issues with existing servers and services.

General Responsibilities

Essential Functions

Maintains, configures, updates, supports, or troubleshoots OS-level services on Application servers.

Performs routine monitoring of system metrics such as Disk space usage, system errors, RAM exhaustion, and hardware failures.

Maintains standards for application systems and works closely with other IT team members to ensure patches and security updates are applied as per vendor and system standards.

Responsible for core services used by the Applications team such as Single Sign On, Load Balancers, Web Servers (e.g. Nginx, Tomcat, Apache), deployment and integration services (e.g. Docker, Jenkins, Ellucian Solutions Manager, Ansible), and other application services as identified by the Sr. Director, Application Development and Administration.

Works with the Information Security Officer to ensure all systems meet security standards.

Ensures systems are routinely patched and up to date on all security vulnerability mitigations.

Collaborates with the Application Development, Web Applications, and Enterprise Applications team to build, configure, and deploy new systems and services as required by institutional projects.

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Works closely with third parties to implement, configure, and deploy necessary application services.

Installs, configures, deploys, troubleshoots, and maintains Banner 9 applications and servers.

Works closely with the DBA and the Enterprise Applications team to upgrade Banner 9 applications as requested.

Provides collaborative support and monitoring of Oracle database and implements basic database administration as required.

Works closely with the Sr. Director, Application Development and Administration to develop system replacement schedules for systems/services nearing end of life.

Collaborates with the Sr. Director, Application Development and Administration to provide technical design and support for application initiatives.

Provides and maintains cellular telephone and high-speed internet technology services, which allow immediate accessibility to the College through text and voice messages by cellular phone, and responds as directed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education in computer science, information technology or related field.

Five (5) years of full-time work experience in system administration. An appropriate combination of education and experience may be substituted.

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties and other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

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Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

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Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 40 or more pounds and work in network closets and data centers. Must be able to work on a ladder and above or below desks.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: November 30, 2020. Revised: February 21, 2024.