



## Classification Description

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**Job Title:** Applications Systems Administrator II

**Pay Grade:** TD020

**Job Code:** T049

**FLSA Status:** Exempt

### **Job Purpose**

The Applications Systems Administrator II provides advanced administration, management, and optimization of application servers and core services. This position plays a key role in enhancing the functionality and security of the College's applications and configuring, upgrading, and installing ERP applications.

This position collaborates closely with the Application Development and Web Applications teams to develop system requirements, ensuring high availability and optimal performance for the application servers and core services.

### **General Responsibilities**

#### **Essential Functions**

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

Mentors Level 1 Applications Systems Administrators, providing guidance and support in their development and troubleshooting efforts.

Manages major upgrades and complex troubleshooting efforts, serving as a primary escalation point for critical issues.

Oversees the application of patches and security updates, ensuring compliance with vendor and system standards, and introduces automation and best practices in update management.

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.

Takes a leading role in managing core services such as Single Sign-On, Load Balancers, Web Servers (e.g., Nginx, Tomcat, Apache), and deployment/integration services (e.g., Docker, Jenkins, Ellucian Solutions Manager, Ansible), focusing on optimization and advanced configurations.

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

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

Takes a leadership role in collaborating with Application Development, Web Applications, and Enterprise Applications teams to design, configure, and deploy sophisticated systems and services for institutional projects.

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

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

Assumes a senior role in the installation, configuration, deployment, and maintenance of Banner 9 applications and servers, including leading upgrade projects and complex troubleshooting.

Works closely with the DBA and Enterprise Applications team on advanced database management and Banner 9 upgrades, contributing to database optimization and performance tuning.

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

Collaborates with senior IT leadership to develop and implement system replacement schedules and strategic plans for systems/services nearing end of life, focusing on future-proofing the IT infrastructure.

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.

Seven (7) 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.

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

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: February 21, 2024.