



Classification Description

Job Title: Applications Systems Administrator III

Pay Grade: TD050

Job Code: T054

FLSA Status: Exempt

Job Purpose

This senior role assumes a strategic role in the oversight and strategic planning of the institution's application infrastructure. This role provides advanced administration, management, and optimization of application servers and core services. The Applications Systems Administrator III plays a key role in alignment to the institutions long-term goals, focusing on functionality, innovation, and security. This position also plays a key role in the development of the College's applications and configuring, upgrading and installing ERP applications.

The Applications Systems Administrator III 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. Oversees the administration, management, and enhancement of application servers, core services, and Banner 9 applications.

General Responsibilities

Essential Functions

Implements strategic monitoring of system metrics with a focus on predictive analytics and system optimization, using sophisticated tools to preemptively address potential issues.

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

Mentors Level I and II 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.

APPLICATIONS SYSTEMS ADMINISTRATOR III

Architects and optimizes core services infrastructure, including Single Sign-On, Load Balancers, and Web Servers (e.g., Nginx, Tomcat, Apache), leveraging advanced technologies and methodologies for scalability and resilience.

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.

Leads strategic collaborations with Application Development, Web Applications, and Enterprise Applications teams to engineer and deploy innovative systems and services that drive institutional success.

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

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

Directs the strategic management, enhancement, and expansion of Banner 9 applications and infrastructure, ensuring alignment with institutional objectives and user needs.

Engages in high-level collaboration with the DBA and Enterprise Applications team to develop strategic database management practices, focusing on data integrity, performance, and scalability.

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

Works with IT leadership to develop long-term strategic plans for IT infrastructure renewal and upgrade, ensuring technological advancements and system sustainability.

Leads in the technical design and support for critical application initiatives, driving innovation and strategic alignment with institutional goals, and mentoring junior team members in best practices and advanced technologies.

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.

APPLICATIONS SYSTEMS ADMINISTRATOR III

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.

Eight (8) 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.

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.

APPLICATIONS SYSTEMS ADMINISTRATOR III

- 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.

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.