



## University of Tennessee Position Description: IT Administrator I

**Unit:** UTSA IT Services  
**FLSA:** Exempt  
**Date:** February 25, 2014

**Job Code/Title:** #30000271/IT Administrator I  
**Pay Grade:** 38

### General Description:

Deploys and manages systems, networks, or databases. Operates independently for smaller systems, networks, and/or databases, and under direction and support of senior staff, for larger systems, networks, and/or databases. Works as a team member under direction of senior staff for large-scale projects, new implementations, upgrades, etc. Serves as junior member of service area teams. Work is supervised for overall accuracy and quality of results.

### Duties and Responsibilities:

- Maintains and manages small systems, networks, and/or databases independently and larger systems, networks, and/or databases under the direction and support of senior staff
  - Responsible for low-impact services with small (e.g. department-size) user bases
  - Responsible for resolution of lower impact or urgency problem and incident management issues
  - Assists with higher impact or urgency problem and incident management issues
  - Fulfills service requests for systems, networks, and/or databases under their responsibility
  - Accountable for the performance of systems, networks, and/or databases
  - Performs routine systems, network, and/or database administration tasks to ensure and maximize service availability
- Serves on project teams to develop and implement new systems, networks, and/or databases
  - Assists in the development and implementation of new systems, networks, and/or databases under the direction of more senior administrators
  - Works as a project team member under direction and support of senior staff for projects, new implementations, upgrades, etc.
  - Researches and trains on new systems, networks, and/or database technologies
- Follows and creates documentation (e.g. instructions, configurations, best practices, service information)
- Maintains a current level of knowledge for all technologies (e.g. by reading, attending conferences, training, professional communication/networking)
- Possesses solid foundational domain knowledge
- Performs other related duties as required

### Job Specifications:

#### Behavioral Skills:

Accountability	Basic	Learning	Intermediate
Analytical Thinking	Intermediate	Problem Solving	Intermediate
Building Relationships	Basic	Process Orientation	Intermediate
Change Advocacy	Basic	Service Area Expertise	Intermediate
Effective Communication	Intermediate	Teamwork	Basic
Initiative	Intermediate	Thoroughness and Efficiency	Intermediate

#### Professional Skills:

Information Content Publishing	Level 1	Change Management	Level 2
Portfolio, Program and Project Support	Level 2	Applications Support	Level 2
Requirements Definitions and Management	Level 2	IT Operations	Level 1
Information Content Authoring	Level 1	Database Administration	Level 2
Testing	Level 1	Network Support	Level 2
Installation and Integration	Level 2	Service Desk and Incident Management	Level 3
Service Level Management	Level 2		

#### Knowledge:

Knowledge requirements establish the level of mastery (basic, intermediate, advanced, or expert) a candidate must possess with specific technologies, products, services, processes, methods, regulations, or policies that are necessary to perform the responsibilities of the position. Due to the frequent changes in Information Technology, these requirements are established and communicated in the posted job description at the time of search for vacant positions. Knowledge requirement changes to filled positions are normally incorporated during the annual performance review process or as needed.

### Minimum Qualifications:

#### Education:

Associate's degree in a related field or equivalent relevant experience

#### Experience:

One year of relevant experience