



University of Tennessee Position Description:

IT Administrator II

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

Job Code/Title: #30000272/IT Administrator II
Pay Grade: 40

General Description:

Deploys and manages systems, networks, or databases. Operates independently for small to large systems, networks, and/or databases. Works as a team member under direction of senior staff for large-scale projects, new implementations, upgrades, etc. Provides direction and support to junior staff. Serves as a senior member of service area teams. Work is completed with little or no oversight, and overall accuracy and quality is expected.

Duties and Responsibilities:

- Maintains and manages medium to large systems, networks, and/or databases independently
 - Responsible for standard, medium impact services with large (e.g. campus-size) user bases
 - Responsible for resolution of low-to-medium and assistance with higher impact/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, complex, and emergency systems, networks, and/or database administration tasks to ensure and maximize service availability
- Serves on and sometimes leads project teams to develop and implement new systems, networks, and/or databases
 - Leads small-scale projects
 - Responsible for major work efforts 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 the direction of senior staff for large-scale projects, new implementations, upgrades, etc.
 - Researches and trains on new systems, networks, and/or database technologies
- Provides instruction and direction to more junior staff
- 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 advanced domain knowledge in service area
- Performs other related duties as required

Job Specifications:

Behavioral Skills:

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

Professional Skills:

Information Security	Level 3	Database/Repository Design	Level 2	Release and Deployment	Level 3
Information Analysis	Level 3	Programming/Software Development	Level 2	System Software	Level 3
Information Content Publishing	Level 3	Information Content Authoring	Level 2	Security Administration	Level 3
Technical Specialism	Level 4	Testing	Level 2	Applications Support	Level 3
Research	Level 3	User Experience Analysis	Level 3	IT Operations	Level 2
Business Risk Management	Level 4	User Experience Evaluation	Level 3	Database Administration	Level 3
Emerging Technology Monitoring	Level 4	Systems Integration	Level 2	Storage Management	Level 3
Continuity Management	Level 4	Porting/Software Integration	Level 3	Network Support	Level 3
Methods and Tools	Level 4	Installation and Integration	Level 4	Problem Management	Level 3
Portfolio, Program and Project Support	Level 3	Capacity Management	Level 4	Service Desk and Incident Management	Level 4
Requirements Definition and Management	Level 3	Availability Management	Level 4	Quality Assurance	Level 3
Business Modeling	Level 2	Service Level Management	Level 2	Quality Standards	Level 2
Data Analysis	Level 2	Configuration Management	Level 2	Conformance Review	Level 3
System Design	Level 2	Change Management	Level 3	Project Management	Level 4

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:

Two years of relevant experience.