



University of Tennessee Position Description: IT Administrator III

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

Job Code/Title: #30000273/IT Administrator III
Pay Grade: 42

General Description:

Deploys and manages systems, networks, or databases. Operates independently for all sizes of systems, networks, and/or databases. Leads and directs teams for large-scale projects, new implementations, upgrades, etc. Provides direction and support to junior staff. Serves as expert and leader of service area teams. Work is completed with no oversight, overall accuracy and quality is required, and must have ability to pick up new technologies.

Duties and Responsibilities:

- Maintains and manages systems, networks, and/or databases independently
 - Responsible for critical and high impact services with large (e.g. enterprise/university-wide) user bases
 - Responsible for resolution of high impact or urgency problem and incident management issues
 - Oversees the resolution of lower impact or urgency problem and incident management issues by junior staff
 - Fulfills service requests for systems, networks, and/or databases under their responsibility
 - Reviews work of junior staff to ensure that services requests are correctly and effectively performed
 - 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
- Leads project teams to develop and implement new systems, networks, and/or databases
 - Leads projects, including planning, managing resources, and delivering final products
 - Responsible for overall work efforts in the development and implementation of new systems, networks, and/or databases
 - Directs and supervises project team members efforts
 - Researches and trains on new systems, networks, and/or database technologies
- Provides instruction, direction, and mentoring 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)
- Actively engages and promotes new technologies (e.g. through networking, presenting at conferences, providing training)
- Possesses expert domain knowledge in service area and knowledge of many related areas
- Performs other related duties as required

Job Specifications:

Behavioral Skills:

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

Professional Skills:

IT Governance	Level 4	Business Analysis	Level 3	Service Level Management	Level 4
Information Management	Level 4	Requirements Definition and Management	Level 4	Service Acceptance	Level 4
Information Security	Level 4	Business Process Testing	Level 4	Configuration Management	Level 3
Information Analysis	Level 5	Business Modeling	Level 3	Change Management	Level 4
Information Content Publishing	Level 4	Data Analysis	Level 3	Release and Deployment	Level 4
Consultancy	Level 4	Systems Design	Level 4	System Software	Level 4
Technical Specialism	Level 5	Network Design	Level 5	Security Administration	Level 4
Research	Level 4	Database/Repository Design	Level 4	Applications Support	Level 3
Innovation	Level 5	Programming/Software Development	Level 3	IT Operations	Level 3
Business Risk Management	Level 5	Information Content Authoring	Level 3	Database Administration	Level 4
Emerging Technology Monitoring	Level 5	Testing	Level 3	Storage Management	Level 4
Continuity Management	Level 4	User Experience Analysis	Level 4	Network Support	Level 5
Software Development Process Improvement	Level 5	User Experience Evaluation	Level 4	Problem Management	Level 4
Network Planning	Level 5	Systems Integration	Level 4	Service Desk and Incident Management	Level 4
Data Management	Level 4	Porting/Software Integration	Level 4	Quality Assurance	Level 5
Methods and Tools	Level 5	Installation and Integration	Level 5	Quality Standards	Level 4
Project Management	Level 5	Capacity Management	Level 4	Conformance Review	Level 3
Portfolio, program and project support	Level 4	Availability Management	Level 5	Technology Audit	Level 5

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:

Bachelor's degree in a related field or equivalent relevant experience.

Experience:

Four years of relevant experience.