Job Description

General Information

Working Job Title:	Job Family	Job Code:
PeopleSoft System Administrator	IT	49303300
Position Number:	**Department Name:**	**SAP Organization Unit Number:**
304	NeSIS	5000351
Employee's Name:	**Date of Last Update:**	**Title of Supervisor:**
T.B.A.	2/20/2023	People Soft System Admin, Lead
SAP Personnel #:	**Last Updated By:**	**Name of Supervisor:**
T.B.A.		Frank Dolezal

Position Summary

Incumbent will be responsible for ensuring continuous availability of Nebraska Student Information Systems (NeSIS), including Oracle software and servers. Design and implementation of enterprise system architecture. Maintain existing systems by applying patches and upgrades. Monitor, analyze and ensure system performance, capacity, and uptime meet university service level agreements within a 24x7 operation. Troubleshooting complex problems individually, with other members of the team, and with third parties. Requires regular interaction with other networking, systems, and University professionals in the design and delivery of services. This position will uphold the ITS core principles of outstanding collaboration and communication, a drive to succeed, a passion for higher learning, and acting with integrity.

Duties & Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
Design, implement, and manage servers and software infrastructure, including operating systems, middleware, applications, and management tools.	**30%**	*
Schedule, Organize and perform annual, quarterly, and periodic upgrades / patch updates, and custom modification to Systems. A portion of this work will be required during non-business hours or on weekends. Possession and use of a personal cell phone and plan for business purposes, including on-call responsibilities, is a condition of employment.	**30%**	*
Troubleshoot and provide support for the university. Answer customer questions and keep campuses informed of changes, incidents, problems, policies, and procedures related to systems and software. Supports 24x7 production operations and development efforts. A portion of this work requires responding remotely and/or during off hours.	**30%**	*
Monitor and identify capacity and performance issues for servers to ensure continued, uninterrupted operation of services. Prepare and deliver usage performance reports as requested. Participate in ITS disaster recovery incident or outage calls and procedures in order to ~~K~~keep other employees and leadership informed and updated of progress in dealing with an issue and escalate key decision points. Work requires installation of system maintenance and/or upgrades that must be performed at designated times outside of business hours on a regular basis.	**5%**	
Other duties as assigned.	**5%**	
The above list of job duties is not exclusive, and the incumbent will be required to undertake such tasks as may reasonably be expected within the scope and classification of the position.		

Nature/Complexity of Work

Position is responsible for ensuring continuous availability of NeSIS systems, servers, and software. Including the design, implementation, maintenance and upgrades. Ongoing support includes monitoring system performance, capacity, and uptime meet university service level agreements within a 24x7 operation.

Problem Solving/Decision-making

Independently provides solutions to complex problems. Troubleshoot and provide support for the university community in accessing and utilizing the ERP system and associated third party systems; including on-call support requirements.

Strategic Impact

The systems this position supports impact the entire University and Nebraska State College systems. The amount of inconvenience to individual users may vary from temporary unavailability of the system to permanent loss of data. If not performed properly, changes to the system and application software can have an immediate negative impact on many individuals, departments, and campuses across the University and State College systems.

Know How

Demonstrates an understanding of Oracle software and database systems. Implement and maintain security strategies, policies, and standards to protect University assets. Employee is on-call, this responsibility will require the necessity to work outside of regular business hours.

Technical Know How

Knowledge of Oracle Software including Weblogic, Tuxedo, Java and SQL Database.   Linux and Windows based operating systems, file systems and applications to perform system tuning.

Interactions

Works closely with other members of ITS to discuss problems, identify solutions, and offer assistance and guidance to others as appropriate. Works closely with vendors regarding problems and related issues and configures hardware and software for resolution.

Leadership

Represents NeSIS at technical meetings. Participate in ITS meetings.

Nature of Supervision

Supervision Over: ☐ Reg Staff   ☐ Temp Staff   ☐ Students   ☒ No Supervision

Supervision Received: ☐ Close   ☒ Moderate   ☐ Limited   ☐ None

Qualifications & Attributes
Required Qualifications

Bachelor's Degree in an IT related field
Three years of experience with enterprise level software or equivalent.

Preferred Qualifications

Experience with Linux and Windows Operating Systems
DevOps programming including bash and PowerShell scripting.
SQL Tuning, Query and Relational Database concepts.
Management of log files, system alerts and vulnerability reports.

Preference given to those with experience in Oracle Database, Oracle Middleware, Oracle SQL, Oracle Enterprise Applications, PHIRE change management software

The ideal candidate is an agile professional with strong interpersonal communication skills, flexibility and responsiveness; exhibits high ethical standards; proficient in managing time and competing priorities; responsive and committed to supporting staff; committed to the ideals of a major public research university.

Physical Requirements

GENERAL INFORMATION: Describe the work environment and physical demands (i.e. environmental elements, travel, irregular hours, hazardous/unpleasant working conditions, etc):

Long hours of computer work may cause neck/back strain. Work outside normal business hours is necessary. Remote Work is necessary. Travel to conferences may be necessary.

PHYSICAL REQUIREMENTS
Indicate the appropriate response for an eight hour day

	Fill in the appropriate number of hours (0-8) Maximum is 8	*Indicate intermittent or constant:* Intermittent	Constant
Sit	7	☒	☐
Stand	.5	☒	☐
Walk	.5	☒	☐

Drive a Motor Vehicle (Explain):

THIS JOB REQUIRES EMPLOYEE TO:

	Occasionally (less then 2 hrs / day)	Between 2-4 hrs / day	Over 5 hrs / day
Squatting…………………………………………………	☒	☐	☐
Bending…………………………………………….	☒	☐	☐
Kneeling…………………………………………….	☒	☐	☐
Reaching………………………………………….	☐	☐	☐
> Overhead…………………………………………..	☒	☐	☐
> Forward…………………………………………….	☒	☐	☐
> Low……………………………………………….	☒	☐	☐
Twisting…………………………………………...…	☒	☐	☐
Crawling……………………………………………	☐	☐	☐
Climbing……………………………………………	☒	☐	☐
> Ladder……………………………………………..	☐	☐	☐
> Stairs……………………………………………	☒	☐	☐
> Other……………………………………………..	☐	☐	☐

THIS JOB REQUIRES EMPLOYEE TO:
Indicate in appropriate space: L = LIFT   C = CARRY   P = PUSH   PL = PULL

	Less than 2 hrs / day				Up to 2 hrs / day				Between 2-5 hrs / day				Over 5 hrs / day			
	L	**C**	**P**	**PL**	**L**	**C**	**P**	**PL**	**L**	**C**	**P**	**PL**	**L**	**C**	**P**	**PL**
11 – 24 lbs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
25 – 49 lbs	☒	☒	☒	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
50 – 74 lbs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

If the job requires the employee to handle over 75 lbs – please explain.

POSITION REQUIRES USE OF HANDS OR SPECIAL TOOLS/EQUIPMENT FOR:

	RIGHT	LEFT	BOTH
Keyboarding	☐	☐	☒
Filing	☐	☐	☐

Other Explain: Operation of a standard office and computer equipment.

This Position: ☐ **REQUIRES ATTENDANCE AT THE WORKPLACE** **or** ☒ **IS ELIGIBLE FOR ALTERNATIVE WORKSITE ARRANGEMENT** (request forms required) **And is considered:** ☐ **ESSENTIAL (**per inclement weather policy, essential employees are expected to report to and work at their assigned campus worksite**)** **or** ☒ **NON-ESSENTIAL (**able to work from home when the office closes for inclement weather)

Knowledge Skills and Abilities:

_____Requires the ability to understand and apply basic job skills, knowledge of several work routines and the ability to apply such routines with minimal interpretation. May possess knowledge of other, related work activities within own functional area. May require the operation of routine equipment/tools. [1]

_____Requires the ability to understand, interpret, apply and communicate information within a specialization and the ability to apply limited analysis in the completion of general functional procedures. May possess knowledge of work activities outside functional area. May require the operation of moderately complex equipment/tools. [2]

_____Requires the ability to utilize advanced information within a specialization. Within specialization, possesses the ability to assess/ analyze situations and make adjustments to achieve desired objectives. Possesses knowledge of work activities outside functional area. May require the operation of complex equipment/tools. [3A]

_____Requires the ability to apply, integrate and communicate extensive theoretical information within a recognized professional field. Facilitates and/ or establishes the achievement of functional area objectives. Requires knowledge of all related functional areas. May require the operation of highly complex equipment/tools. [3B]

_____Integrates extensive theories and techniques within related or diverse disciplines to achieve results and/ or establish overall strategic directions. Requires wide-ranging administrative and/or specialized knowledge. May require the operation of highly complex equipment/tools. [4]

Problem Solving/Decision-making:

_____Decisions/problem resolutions are repetitive and simple and typically guided by standard operating policies and procedures/practices exist. Tasks are clear and specific to a single discipline. [1]

_____Decisions/problem resolutions require gathering/reviewing information from several sources. Simple analysis of facts determines course of action to be taken within the limits of standard operating policies and procedures/practices. Tasks are varied and may cross several disciplines. [2A]

_____Decisions/problem resolutions require interpretation, discretion and judgment based on precedent or standard operating policies and procedures. Tasks are diversified and may require some creativity in dealing with unprecedented activities. [2B]

_____Decisions/problem resolutions require synthesis/analysis in the use of theories and accepted principles. Programs/projects are governed by broad objectives, policies and/or theories. Requires the use of creativity in dealing with unprecedented activities. [3]

_____Decisions/problem resolutions require analysis and evaluation of major issues and courses of action impacting the overall direction of the functional area(s). Applies broad concepts and experience in making important decisions. May develop recommendations influencing long-term policies related to major organizational plans. [4]

Interactions:

_____Regular contact involves receiving and/or referring inquiries as well as giving or obtaining routine information relating to work being done. Requires the use of common business courtesy. [1]

_____Regular contact that involves giving or obtaining information as well as occasionally exchanging advice and opinions. Requires the use of common business courtesy, tact, discretion and some persuasion to maintain cooperative associations. [2]

_____Regular contact that involves exchanging advice and opinions as well as occasionally conveying conceptual ideas of a critical and/or long-range nature. Requires the use of judgment, timing, and persuasion to gain cooperation in the face of differences of opinion or controversy. [3]

_____Regular contact with major Programs/Teams or individuals. Overriding job requirement involves conveying conceptual ideas regarding matters of critical and long-range nature. Significant requirement for diplomacy, timing, and persuasion to gain concurrence or cooperation on operational issues in the face of significant differences of opinion or controversy. [4]

Supervision Received:

_____Supervised by procedures or by supervisor through periodic monitoring of progress and performance. May have latitude to determine sequence of own work tasks to meet clearly established schedules. [1]

_____Supervision by procedures or by supervisor through periodic monitoring of progress and performance. Determines sequence of own work tasks to meet established objectives. [2A]

_____General direction by supervisor by checking on completed tasks. Establishes own work schedule to achieve program objectives. Makes recommendations to superior regarding efficient functioning of program. [2B]

_____Responsible for conducting specialized assignments or developing programs under only general direction and guidance. [3]

_____Extensive latitude to work independently in matters that have a broad effect on overall policies, programs and/or areas of specialization. [4]

Supervision Exercised:
_____May provide incidental guidance to others. [1]

_____Provides functional supervision that is usually limited to assigning/reviewing work or may serve as work team leader. [2A]

_____Serves as work team leader. Distributes, schedules, and monitors the progress or work tasks of the program or project. May be involved in the recommendation of personnel actions to manager. [2B]

_____Supervises the work of a project or program that may include hiring, discipline, transfers, promotions, or salary changes within a functional area. May integrate work of two or more programs or one major function/project. [3]

_____Establishes performance standards for designated programs and/or areas of specialization. Directs staff to include hiring, discipline, transfers, promotions, and salary changes. [4]

Impact:
_____Actions and decisions in this job are limited to the scope of the job, which primarily affect the immediate work group, but occasionally may extend beyond the immediate work group. Errors reflect unfavorably on the individual and may have an adverse impact on the functional area. [1]

_____Actions and decisions in this job have an impact which affects the immediate work group and also extends beyond the immediate functional area. Errors reflect unfavorably on the individual and the functional area.[2]

_____Actions and decisions in this job have discernible impact to the short-term performance of the Program/Team and exerts some impact to its long-term success. Errors reflect unfavorably on the individual, the functional area, overall business operations and potentially other functional areas. [3A]

_____Actions and decisions in this job have significant impact to the short-term performance of the Program/Team and exert an impact to its long-term success. The job exerts a considerable impact on decisions and final results typically affecting either an entire functional area or a major university activity; and may have unique accountability for financial and program or project objectives. Errors effect business operations, services and other individuals which may require special interventions to correct. [3B]

_____Actions and decisions in this job exert broad and continuing impact on the future of one or more functional areas. The job exerts a major impact on decisions and final results affecting a major university activity; and/or has accountability for financial and program/project objectives and overall successes. Errors significantly interrupt business operations, services and potentially both internal and external constituents. [4]

Summary:	Job Family Zone Assignment=	
Authorization:	Name:	Date:
Human Resources	Sheryl Gartner	
Supervisor:		
Administrator:		