

Job Description

Please check one of the following:

- New
 Update
 Advancement within same zone
 Promotion to Higher Zone
 Other

1. General Information

Date: 5/23/2019	Working Job Title: Infrastructure Application Admin	Position #: 63987
Employee Name: T.B.A.	Title Code: 49303336	Department Name: Information Technology Services
SAP Personnel #: T.B.A.	Job Family: IT	SAP Organization Unit #: 50010180
Name of Supervisor: Bryan Fitzgerald	Job Family Zone: Specialist	<input type="checkbox"/> O/S <input checked="" type="checkbox"/> M/P
Position # of Supervisor: 9013	Zone Code: IT20S	Funding Source: 9229100081
FOR HR USE ONLY:		
FLSA Overtime Exemption: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Exemption Type:	

2. Job Summary

Incumbent will be responsible for ensuring continuous availability of the University of Nebraska applications within the infrastructure portfolio, including on-premise, cloud, and third-party hosted solutions. Including the design, implementation, and management of applications associated management solutions. Monitor, analyze, and ensure application performance, capacity, and uptime meet university service level agreements within a 24x7 operation. Troubleshoot complex problems, individually, with other members of the team, and with third-parties. Requires regular interaction with other networking, systems, and telecom professionals in the design and delivery of services; and with end-users to provide direct support. Participation in scheduled on-call rotation is required and occasional work outside of normal business hours. Travel throughout the state of Nebraska is required. Responsible for implementing and maintaining cybersecurity controls and complying with cybersecurity standards. Possession and use of a personal cell phone and plan for business purposes, including on-call responsibilities, is a condition of employment.

3. Duties and 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 application solutions and associated software, including procured, in-house develop solutions hosted on-premise or in the cloud, email solutions, document management platforms, billing platforms, IPAM/DNS/DCHP services, production scheduling and output management, monitoring tools, and other similar applications.	40%	*
Troubleshoot and provide support for the university community in accessing and utilizing application infrastructure; including on-call support requirements. Answer user questions and keep campuses informed regarding changes, incidents, problems, policies, and procedures related to applications.	25%	*
Monitor and identify capacity and performance issues for applications to ensure continued, uninterrupted operation of applications and desired quality of service. Prepare and deliver usage and inventory reports as requested.	10%	
Develop and maintain application documentation, including user-level documentation.	10%	
Assists as necessary in maintaining campus-specific applications, systems or services.	10%	
Other duties as assigned.	5%	

4. Zone Definition Factors (Provide additional information not contained in the Duties & Responsibilities)

A. Knowledge, skills and abilities

Demonstrates a solid understanding of Windows-based operating systems, including, security, file system concepts and applications to perform system tuning. A mobile communication device to perform the essential functions of the position is required. Employee is on-call, this responsibility may require the necessity to work outside of regular business hours.

B. Problem Solving / Decision Making

Regularly displays independent problem solving with complex problems.

C. Interactions

Represents ITS at technical meetings. 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.

D. Nature of Supervision

Supervision Over: Reg Staff Temp Staff/Students No Supervision
Supervision Received: Close Moderate Limited/None

E. Impact

The operating systems this position supports affect the entire University system. 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 operating system and application software can have an immediate negative impact on many individuals, departments, and campuses across the University system.

5. Minimum Qualifications (indicate "required" and "preferred" for each qualification)

A. LEVEL OF EDUCATION:

Bachelor's Degree in an IT related field; equivalency considered

B. YEARS & TYPE OF EXPERIENCE:

Two years system administration experience; required

C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:

D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:

Working knowledge of Windows operating systems; required
Familiarity with project management methodologies with the ability to handle several concurrent projects; required
Excellent communications and organizational skills; required
Experience with designing and managing Microsoft Exchange and/or Office 365 environments; preferred
Familiarity with Powershell scripting; preferred
Familiarity with Amazon Web Services (AWS) or Azure; preferred

6. Physical Requirements

- A. 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 may be necessary. Travel to conferences may be necessary.

- B. GENERAL PHYSICAL REQUIREMENTS** Indicate the appropriate response for an eight hour day
Indicate occasionally, frequently or continually

	Occasionally (less than 2 hrs / day)	Frequently (2-4 hrs / day)	Continually (5 hrs / day)
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive Motor Vehicle	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Explain:

- C. SPECIFIC JOB REQUIREMENTS:** Complete only for job requiring at least occasional manual effort, climbing, lifting, reaching, exposure to harsh conditions, exposure to dangerous chemicals, etc. Provide additional information or explanation as needed to describe unique or special physical requirements.

	Occasionally (less than 2 hrs / day)	Frequently (2-4 hrs / day)	Continually (5 hrs / day)
Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Forward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Low	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Ladder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- D. THIS JOB REQUIRES EMPLOYEE TO:** Complete only for positions requiring lifting, carrying, pushing or pulling
 Indicate in appropriate space: L = LIFT C = CARRY P = PUSH PL = PULL

	Occasionally (less than 2 hrs / day)				Frequently (2-4 hrs / day)				Continually (5 hrs / day)			
	L	C	P	PL	L	C	P	PL	L	C	P	PL
11 – 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 – 49 lbs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50 – 74 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75 – 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Over 110 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the job requires the employee to handle over 50 lbs – please explain.

E. JOB REQUIRED USE OF HANDS OR SPECIAL TOOLS / EQUIPMENT FOR:

	RIGHT	LEFT	BOTH
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pipefitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F. PATIENT CARE AND RESEARCH JOB

Does this job entail:	No	If Yes, Explain
Exposure to biohazard materials	<input type="checkbox"/>	
Exposure to blood/bodily fluids	<input type="checkbox"/>	
Potential exposure to blood/bodily fluids	<input type="checkbox"/>	
Wearing hearing protection apparatus	<input type="checkbox"/>	
Working with laboratory animals	<input type="checkbox"/>	
Exposure to chemical hazards	<input type="checkbox"/>	
Wearing protective clothing	<input type="checkbox"/>	