

Job Description

Please check one of the following:

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

1. General Information

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

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 StaffSupervision Received:Close

Temp Staff/Students
Moderate

⊠ No Supervision ⊠ 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

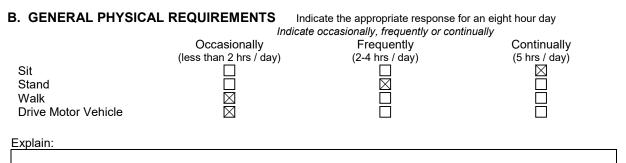
Familiarity with Amazon Web Services (AWS) or Azure; preferred



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.



C. SPECIFIC JOB REQUIREMENTS: Complete <u>only</u> 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.

Squatting	Occasionally (less then 2 hrs / day)	Frequently (2-4 hrs / day)	Continually (5 hrs / day)
Bending	\boxtimes		
Kneeling	\boxtimes		
Reaching > Overhead > Forward > Low			
Twisting	\boxtimes		
Crawling	\boxtimes		
Climbing > Ladder > Stairs > Other			

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

	Occasionally (less then 2 hrs / day)			Frequently (2-4 hrs / day)			Continually (5 hrs / day)					
11 – 24 lbs	L	C □	₽	PL	L	C □	₽ □	PL	L	C □	₽	PL
25 – 49 lbs	\boxtimes	\bowtie	\boxtimes	\boxtimes								
50 – 74 lbs												
75 – 100 lbs												
* Over 110 lbs												
If the job requires the employee to handle over 50 lbs – please explain.												



E. JOB REQUIRED USE OF HANDS OR SPECIAL TOOLS / EQUIPMENT FOR:					
Keyboarding Pipefitting Other Explain:			BOTH		

F. PATIENT CARE AND RESEARCH JOB

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