



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

TITLE:	Senior Technical Programmer (System Administrator Linux/Unix)
LOCATION:	Information Technology, Warwick Campus
REPORTS TO:	Manager-Systems Development
GRADE:	CCRIPSA 14
WORK SCHEDULE:	Non-Standard; 35 hours per week
SUPERVISES:	May exercise supervision over non-classified, classified and student employees. Supervise project or task related assignments of Information Technology personnel performing duties within the Technical Support area.

BASIC FUNCTION: To perform system administration functions on servers including both Windows and Linux machines. Primary duties include, but not limited to Linux/Unix administration, VMWare administration, SAN's administration, Load Balancer, and hardware administration. Participate in proactive projects pertaining to systems and operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform system administration functions on Linux/Unix servers including system maintenance, software installation and configuration.
- Manage the configuration and performance of system and network services including but not limited to hardware Load Balancers, VMWare environment, NAS and Fibre Channel Storage Arrays.
- Install, upgrade and troubleshoot server hardware, operating systems, applications and system software as needed, including off hours as required.
- Engage and work trouble tickets with vendors as necessary.
- Analyze system and network performance, including storage devices, memory and CPU utilization and network bandwidth.
- Collect and report statistics on system and network utilization.
- Work with HelpDesk to resolve day to day issues as they relate to IT Operations.
- Provide specialized technical assistance in the planning and development of new projects and systems.

Knight Campus

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- Adapt to and administer new technologies as they are brought into the environment.
- Responsible maintaining, upgrading and monitoring ERP and LMS systems running in Linux VMWare.
- Estimate time frames and complete proactive tasks in a timely manner
- Participate in proactive IT projects.
- Provide backup for duties of other Senior Technical Programmers and other staff members within the Technical Support area.
- Assist with Daily Computer Operations as necessary.
- Monitor system security and help maintain and improve security practices to protect data and systems.
- Monitor IT Servers proactively and respond to automated system alerts.
- Stay informed about the current state of and future advances in: microcomputer hardware and operating systems; server hardware, peripherals and operating systems; system software; and networking principles and components.
- Work with and adapt to new technologies as they are brought into the environment.
- Respond to technical emergencies outside of normal working hours as needed.
- Additional responsibilities as directed by the supervisor consistent with rank and position.

LICENSES, TOOLS AND EQUIPMENT:

Computers and peripheral devices, such as printers and scanners.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

- Bachelor's Degree in Computer Science, MIS or a closely related field is required; **or** an Associates Degree plus 4 years of significant systems administration experience is required; **or** Certifications in preferred technologies plus 8 years of related systems administration experience is required.
- A minimum of 5 years experience in the use, support, administration and troubleshooting of Unix operating systems is required; experience in a higher education environment is preferred.
- Demonstrated experience performing operating system upgrades, managing multiple servers and domains, and utilizing performance monitoring tools is required.
- Demonstrated experience with TCP/IP is required; working knowledge of network equipment is required.
- Demonstrated experience with storage systems required.
- Demonstrated ability to communicate effectively with people of varying degrees of technical ability is required.
- Demonstrated capacity for self-directed learning is required.
- Demonstrated logical, analytical, and problem-solving skills are required.
- Excellent, organizational and communication skills required.
- Ability to work independently on multiple assignments and to work collaboratively within a team required.
- Demonstrated experience with VMWare required.

PREFERRED QUALIFICATIONS:

Experience using:

- EMC VNX Storage, CIFS, and NFS file technologies
- Cisco UCS Servers
- Microsoft Windows 2003, 2008, 2012 Server
- Oracle / Red Hat Linux
- Solaris
- Microsoft Active Directory and NTFS security
- F5 Load Balancer
- Apache, Tomcat and Oracle Application server
- Linux scripting in bash, awk, sed, perl

CCRI is an Equal Opportunity / Diversity Employer.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor