

NORTHLAND PIONEER COLLEGE

Position Description

JOB TITLE: Systems Administrator II	CLASSIFICATION: Exempt	LOCATION: PDC Work Designation: H2
MANAGER/REPORTS TO: Director of IT Infrastructure and Operations	OVERTIME ELIGIBLE: NO	# OF DIRECT REPORTS: 0

GENERAL STATEMENT OF RESPONSIBILITIES:

Under the general supervision of the Director of IT Infrastructure and Operations, the Systems Administrator II is responsible for the design, implementation, maintenance, and optimization of the college's server, storage, and virtualization infrastructure. This position plays a key leadership role in ensuring the reliability, security, and scalability of systems that support institutional operations, academic programs, and administrative functions.

The Systems Administrator II serves as a senior technical resource, providing guidance and mentorship to junior administrators and IT support staff. The position oversees complex infrastructure projects, evaluates and integrates emerging technologies, and ensures alignment with organizational goals and industry best practices. Responsibilities include advanced system administration, performance monitoring, disaster recovery planning, and collaboration with vendors and internal teams to maintain a resilient, secure, and high-performing IT environment.

ESSENTIAL FUNCTIONS:

Systems Administrator I:

- Install, configure, and maintain Windows and/or Linux servers, virtualization platforms (e.g., VMware, Hyper-V), and enterprise storage systems.
- Monitor system performance and troubleshoot issues to ensure optimal performance and uptime.
- Manage user accounts, permissions, and access rights in systems such as Active Directory.
- Perform routine system backups and restores; maintain disaster recovery plans.
- Apply security patches and software updates; manage antivirus and endpoint protection tools.
- Support network infrastructure (e.g., switches, firewalls, VPNs) in collaboration with the networking team.
- Maintain and document system configurations, procedures, and policies.
- Provide tier-2/3 support for escalated service desk issues.
- Participate in IT projects such as infrastructure upgrades, cloud migrations, and security improvements.
- Monitor system logs and implements appropriate responses to security alerts and hardware failures.

Systems Administrator II:

- Assist with System Administrator I duties.
- Lead and mentor junior systems administrators and support staff, providing technical guidance and training.
- Design and implement complex infrastructure solutions, including high availability, disaster recovery, and scalability strategies.
- Evaluate and recommend new technologies, tools, and systems to improve operational efficiency and security posture.
- Serve as a technical escalation point for high-severity incidents and lead root cause analysis efforts.
- Oversee systems monitoring, ensuring proactive identification and resolution of performance bottlenecks and capacity issues.
- Manage vendor relationships for hardware, software, and support services, coordinate with external partners during deployments and support events.
- Other duties as assigned

The above statements are intended to describe the general nature and level of work performed by the incumbent; they do not purport to describe all functions. Incumbent may be assigned other duties, and the essential functions may change from time to time as necessary.

Standard Competencies:

COMPETENCIES	DESCRIPTION	Systems Admin II
Technology	Ability to proficiently use Microsoft Office Products (i.e. Word, Excel, Outlook, PowerPoint), Intune, Exchange, Adobe Products (Docu-Sign/E-Sign), Zoom, WebEx Control Hub, and other Microsoft 365 programs. Knowledge of previous and current versions of Microsoft Windows Operating Systems. Familiarity with virtual environments, IT security, backup & disaster recovery tools, and methods. Fundamentals of Active Directory, IIS, SQL Server, File Servers, Azure, EntraID, and Sharepoint. Working knowledge of Solarwinds	Advanced
Communication	Ability to communicate effectively with faculty, staff, and the public. Excellent intrapersonal skills.	Advanced
System Support	Identify system improvement opportunities with new and existing technology. Work with Windows networking (domain) Models. Document and communicate within all phases of a task or project (both internal to Information Services and with customers) through with 100% completion of projects/tasks. Log, track, and report on topics of requests, projects, and tasks assigned. Understand conceptually how the different components associated with systems and networks interact.	Advanced
Diversity & Multi-Culturalism	Ability to work in a diverse, multi-cultural environment.	Advanced

Flexibility & Adaptability	Ability to adapt to the demands of any given day/time.	Advanced
Self-Awareness	Ability to reflect on self-performance and growth opportunities.	Advanced
Continual Improvement	Ability to seek opportunities for professional growth.	Advanced
Action Oriented	Ability to make decisions and act. Initiate fault isolation and other problem-solving techniques with creativity and ingenuity when standard techniques fail.	Advanced
Confidentiality	Ability to maintain confidentiality.	Advanced
Physical	Ability to perform the following physical requirements of the position with or without reasonable accommodation: critical sensory requirements include general vision (corrected to 20/20), hearing or listening in the normal range (corrected), and speaking and giving directions.	Intermediate

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent
- Associate's degree AND 2+ years Systems Administration Experience
OR 5+ years of Systems Administration work experience
- 3+ Years of experience with Microsoft Active Directory and Group Policy
- 3+ Years of experience with VMWare
- 2+ years of experience with M365 and Azure
- Industry standard computer certifications (Comp TIA, Microsoft, CISCO, etc.) a plus

PREFERRED QUALIFICATIONS:

- Bachelor's Degree AND 2+ Years Systems Administrator Experience
OR 6+ years of Systems Administration work experience
- 4+ years of experience with Microsoft Azure
- 3+ years of experience with M365
- 2+ years of experience in Intune
- 2+ years of experience with Webex Control Hub
- One Industry standard computer certification (Comp TIA, Microsoft, CISCO, etc.)
- Experience working in Higher Education a plus

BENEFITS:

Based on College Procedure employees may be eligible for up to:

- Single Coverage Medical Insurance
- Optional Employee Pay Dental/Vision Insurance
- 4 Personal Days
- 12 Holiday Days
- 5 Days of Spring Break Leave
- 10-20 Days of Annual Leave (depending on service length)
- 18 Sick Days that can accrue up to 130 Days
- Professional Development Opportunities
- Arizona State Retirement System membership
- Life Insurance
- Long-Term Disability Insurance