Job #2020-6850

Computer System Administrator (Programmer Analyst 2/Programmer Analyst 3) (TC 7275)

Recruitment Number: 6850
Reports To: Computing Resc Mgr 3
Working Title: Computer System Administrator
Cost Center: ENGR DO COMPUTING
Bargaining Unit: 99
FLSA: Exempt
Job Code: 007275
Job Location: UCI Campus - Irvine
Percent of Time: 100%
Work Schedule: 8-5, M-F
Appointment: Career
Compensation Range: $4617.42-$6416.67
Department Website: http://engineering.uci.edu

Position Summary:

We will be hiring in the Analyst series which includes the following job titles:
Program Analyst II

Program Analyst III

The hiring authority will determine the initial job title based on the qualifications of the selected candidate. Please reference each position description for responsibilities as well as skills, knowledge and abilities required/preferred.

Program Analyst II


50% 1. Computer Systems Administration

Install integrated software environment to provide consistent operation of administrative desktop computing. Install system and application software, upgrades, and patches. Install Profiles, Group Policies, and login and logout scripts to enforce appropriate windows policies and settings.

Manage Windows Domain Controllers and other Windows servers. Maintain system configuration and parameters. Monitor system usage, investigate problems, and adjust parameters and setups as needs dictate.

Administer Active Directory network operating system. Coordinate with Campus Active Directory Administrator. Manage trust relationship with Campus Kerberos server. Maintain computer and user accounts. Delegate Active Directory authority as required.

Maintain computer system security by researching security problems, and installing and testing security patches. Monitor vendor and other information sources to stay aware of computer and network security issues.

Assist with developing disaster recovery policies and procedures. Ensure that file system integrity and proper system operation are maintained. Perform regular backups and demonstrate recovery ability. Restore files as requested.

Order supplies for cleaning and preventive maintenance. Set up procedures and schedules for completing routine maintenance and administrative tasks, and perform these tasks as required.

Perform routine hardware and software maintenance as required. Test and verify correct operation of hardware and software. Investigate software
problems and change configuration to effect repair and/or upgrade software as needed. Document system changes in manuals, change logs, source code revision logs, etc., as appropriate.

Configure equipment to use existing hardware and software in the most efficient and effective ways. Assist with developing long-term administrative computing plan. Track software licenses and manage administrative software license agreements. Recommend new software to best meet administrative requirements. Assist in developing administrative computing budget.

Technical Support

Assist in selecting and configuring hardware, software, and mobile device purchases. Suggest new purchases after perceiving user or system needs and evaluating available products. Contact vendor and request quotes as needed. Obtain quotes and prepare purchase requests.

Unpack, install, setup and test computer hardware. As needed, schedule downtime to minimize user disruption. Maintain inventory. Dispose of unused equipment. Identify, package and prepare trade-in equipment for return to vendor (if needed).

Answer user questions orally and in writing (e-mail) about the use of computer operating systems, mobile devices, printers, security, office automation tools, application software, etc.

Respond orally and in writing (e-mail) to trouble reports about application and system software, mobile devices, printers, security, hardware and the network. Consult with users as needed to clarify trouble reports and effect solutions. Investigate reported problems to identify cause of failure.

Check for proper system operation and make corrections following approved standards and procedures. Install security patches and remove malware to restore proper system operation. Consult with vendor or others as needed and/or refer problems to others.

Perform initial diagnoses of equipment problems to determine if hardware is at fault. Fix minor problems that don’t require warranty/contract repairs. Contact hardware engineer, or vendor for warranty or contract repair/component exchange. Replace defective hardware components using approved ESD – prevention methods. Prepare defective parts for return to vendor (e.g., complete RMA forms, package parts for shipping, call for pick up, etc.).

Train users on computer system and applications including mobile devices, office automation tools, and electronic mail.
Write and edit documentation (e.g., manuals, procedures, HTML documents) as needed to assist users.

10% 3. Other Duties as Assigned

Supervise student assistant computer support workers.

Assist with operation of audio/video equipment. Provide user support and training as needed.

Work with others in the Computing Support Group to improve efficiency of systems, networks, etc. by proposing alternate design approaches.

Maintain inventory/space database. Track computer locations and network address assignments.

Assist others in their duties as assigned.
**SKILL SET** | **SELECTION IMPORTANCE**
---|---
Excellent interpersonal and communication skills | Required
Demonstrated ability to communicate and work effectively with a wide range of people, both orally and in writing | Required
Demonstrated ability to work independently and follow through on tasks with minimal direction. | Required
Skill in setting priorities which accurately reflect the relative importance of job responsibilities. | Required
Skill in scheduling and completing work assignments on time in an environment of frequent interruptions and/or distractions. | Required
Skill in organizing material, and information in a systematic way to optimize efficiency and minimize duplication of effort. | Required
Skill to write documentation in a variety of formats for use by both technical staff and end users. | Required
Skill to explain technical material to people at a variety of levels of sophistication, both orally and in writing. | Required
General Knowledge of commonly-used personal computer hardware and software, including video display attributes, peripherals, and networks. | Required
Skill to use office automation tools including word processor, spreadsheet, and multimedia presentation tools. | Required
Knowledge of the Windows operating system, including system administration tools, registry, communications, devices, file system concepts, and performance analysis. | Required
Knowledge of Windows Active Directory, including functional levels, groups, schema, replication, DNS and Group Policy. | Required
Skill to apply Windows system administration standards, practices, and techniques, particularly under Windows desktop and Windows Server. | Required
Skill in analyzing system behavior to determine the cause of any malfunctions; skill in fixing those problems while minimizing disruption of the system for its users. | Required
Skill to train others to use computer systems and applications. | Required
Skill in short term planning. | Required
Knowledge of computer networking concepts, including cabling technologies and network/subnet address assignments. | Required
Skill to install boards and other hardware into systems. Skill to install and configure peripherals and networks. | Required
Skill in management of space, equipment, and material resources. | Required
Skill in reading and understanding computer manuals and other documentation. | Required
General knowledge of environmental and ergonomic requirements for workstations.  

Experience with non–Windows operating systems. Experience with internetworking Windows and other operating systems.  

Skill to program and administer relational databases.  

General knowledge of Enterprise security techniques and procedures, such as Kerberos.  

Knowledge of School of Engineering and University policy and procedures. General knowledge of the Macintosh and UNIX/Linux operating systems.  

Skill to program in scripting languages (e.g., PowerShell, Perl, PHP, Visual Basic)  

Desired

Program Analyst III

Provide computer systems administration for School servers. Install and configure new hardware and software as needed. Perform backups and file restores. Monitor security and install patches. Assist in planning to meet future school computing needs. Manage administrative computing operations. Specify, purchase, and install equipment. Maintain computing inventory. Oversee and support audio/video equipment. Provide computer support for users. Respond orally and in writing to questions and trouble reports. Manage mobile devices. Train users on computer applications. Write documentation as needed.

50% 1. Computer Systems Administration

Design, develop, test and install integrated software environment to provide consistent operation of administrative desktop computing. Install system and application software, upgrades, and patches. Design, develop, test and install Profiles, Group Policies, and login and logout scripts to enforce appropriate windows policies and settings.

Manage Windows Domain Controllers and other Windows servers. Maintain system configuration and parameters. Monitor system usage, investigate problems, and adjust parameters and setups as needs dictate.

Administer Active Directory network operating system. Coordinate with Campus Active Directory Administrator. Manage trust relationship with Campus Kerberos server. Maintain computer and user accounts. Delegate Active Directory authority as required.

Maintain computer system security by researching security problems, and installing and testing security patches. Monitor vendor and other information sources to stay aware of computer and network security issues.
Write disaster recovery policies and procedures. Ensure that file system integrity and proper system operation are maintained. Perform regular backups and demonstrate recovery ability. Restore files as requested.

Order supplies for cleaning and preventive maintenance. Set up procedures and schedules for completing routine maintenance and administrative tasks, and perform these tasks as required.

Perform routine hardware and software maintenance as required. Test and verify correct operation of hardware and software. Investigate software problems and change configuration to effect repair and/or upgrade software as needed. Document system changes in manuals, change logs, source code revision logs, etc., as appropriate.

Configure equipment to use existing hardware and software in the most efficient and effective ways. Develop long-term administrative computing plan. Track software licenses and manage administrative software license agreements. Recommend new software to best meet administrative requirements. Assist in developing administrative computing budget.

Technical Support

Assist in selecting and configuring hardware, software, and mobile device purchases. Suggest new purchases after perceiving user or system needs and evaluating available products. Contact vendor and request quotes as needed. Obtain quotes and prepare purchase requests.

Unpack, install, setup and test computer hardware. As needed, schedule downtime to minimize user disruption. Maintain inventory. Dispose of unused equipment. Identify, package and prepare trade-in equipment for return to vendor (if needed).

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Train users on computer system and applications including mobile devices, office automation tools, and electronic mail.

Write and edit documentation (e.g., manuals, procedures, HTML documents) as needed to assist users.

10% Other Duties as Assigned

Supervise student assistant computer support workers.

Oversee selection, purchase, operation and installation of audio/video equipment. Provide user support and training as needed.

Work with others in the Computing Support Group to improve efficiency of systems, networks, etc. by proposing alternate design approaches.

Maintain inventory/space database. Track computer locations and network address assignments.

Assist others in their duties as assigned.

Required:

Excellent interpersonal and communication skills

Demonstrated ability to communicate and work effectively with a wide range of people, both orally and in writing

Demonstrated ability to work independently and follow through on tasks with minimal direction.

Skill in setting priorities which accurately reflect the relative importance of job responsibilities.

Skill in scheduling and completing work assignments on time in an environment of frequent interruptions and/or distractions.

Skill in organizing material, and information in a systematic way to optimize efficiency and minimize duplication of effort.
Demonstrated skill to write documentation in a variety of formats for use by both technical staff and end users.

Demonstrated skill to explain technical material to people at a variety of levels of sophistication, both orally and in writing.

General Knowledge of commonly-used personal computer hardware and software, including video display attributes, peripherals, and networks.

Skill to use office automation tools including word processor, spreadsheet, and multimedia presentation tools.

Detailed knowledge of the Windows operating system, including system administration tools, registry, communications, devices, file system concepts, and performance analysis.

Detailed knowledge of Windows Active Directory, including functional levels, groups, schema, replication, DNS and Group Policy.

Demonstrated skill to apply Windows system administration standards, practices, and techniques, particularly under Windows desktop and Windows Server.

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Skill in analyzing system behavior to determine the cause of any malfunctions; skill in fixing those problems while minimizing disruption of the system for its users.

Skill to train others to use computer systems and applications.

Skill in short term planning.

Working knowledge of computer networking concepts, including cabling technologies and network/subnet address assignments.

Skill to install boards and other hardware into systems. Skill to install and configure peripherals and networks.

Skill in management of space, equipment, and material resources.

Skill in reading and understanding computer manuals and other documentation.

Skill in designing and writing procedures and other documents.

3-5 years of experience with BA/BS and/or a combination of equivalent education and experience

Preferred:

Knowledge of environmental and ergonomic requirements for workstations.
Experience with non–Windows operating systems. Experience with internetworking Windows and other operating systems.

Skill to program and administer relational databases.

Working knowledge of Enterprise security techniques and procedures, such as Kerberos.

Knowledge of School of Engineering and University policy and procedures. General knowledge of the Macintosh and UNIX/Linux operating systems.

General knowledge of ticket tracking systems. Knowledge of RT Request Tracker.

Skill to program in scripting languages (e.g., PowerShell, Perl, PHP, Visual Basic)

Final candidate subject to background check. As a federal contractor, UC Irvine is required to use E-Verify to confirm the work status of individuals assigned to perform substantial work under certain federal contracts/subcontracts.

The University of California, Irvine is an Equal Opportunity/Affirmative Action Employer advancing inclusive excellence. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, protected veteran status, or other protected categories covered by the UC nondiscrimination policy.

Below are general guidelines on the position's physical, mental, and environmental working conditions. In accordance with applicable state and federal law, UCI provides reasonable accommodations for applicants with disabilities upon request. For more information, please contact Human Resources at (949) 824-0500.

Physical Requirements:

Bend: Occasionally

Squat: Occasionally

Crawl: Occasionally

Climb: Occasionally

Kneel: Occasionally

Handle Objects: Occasionally

Reach Above Shoulder Level: Occasionally

Sit: Frequently

Stand: Occasionally
Walk: Occasionally
Use Fine Finger Movements: Frequently
Carry/Lift Loads up to 25 Pounds: Occasionally
Carry/Lift Loads up to 25-50 lbs: Occasionally
Carry/Lift Loads over 50 Pounds: Not Applicable
Read/Comprehend: Frequently
Write: Frequently
Perform Calculations: Occasionally
Communicate Orally: Frequently
Reason and Analyze: Constantly
Chemical/Biological Agent: Occasionally
Construction Activities: Not Applicable
Contact with Water/Liquids: Not Applicable
Drive Motorized Equipment: Not Applicable
Confined Spaces: Not Applicable
Elevated Work Location: Not Applicable
Radioactive Materials: Not Applicable
Temperature Variations: Occasionally
Gas Systems: Not Applicable