

## **POSITION DESCRIPTION**

### **POSITION TITLE**

Senior Systems Administrator

<b>DEPARTMENT:</b>	Information Technology
<b>REPORTS TO:</b>	Director of Information Technology
<b>SUPERVISES:</b>	N/A
<b>PAY GRADE:</b>	Salary, exempt
<b>SCHEDULE:</b>	Full-time; year-round

**POSITION DESCRIPTION:** The Senior Systems Administrator (SysAdmin) supports various critical enterprise systems vital to the operation of the college including Microsoft Windows servers, Campus Café campus management software, file and print servers, internal and external-facing websites, and specialized applications for departments. The SysAdmin uses creative engineering and problem solving skills to implement data-exchange solutions between college systems with an emphasis on automation, data integrity, and security. The SysAdmin works independently as well as collaboratively with the Director of IT, Director of Academic Technology, Marketing, Finance, and other college departments to support the IT needs of the college's staff, faculty, and students and to participate in creating a respectful and inclusive work environment.

**RESPONSIBILITIES:** The responsibilities of the Senior Systems Administrator (SysAdmin) include, but are not limited to, the following:

- Administer and support the college's Microsoft Server and VMWare infrastructure, Microsoft Active Directory, E-Mail, SQL, and Office365 desktop environments across both our Manchester and Peterborough, New Hampshire campuses.
- Develop, debug, and maintain SQL database queries and scripts.
- Support fixed and wireless LAN and WAN network segments, and Internet access.
- Maintain network and system integrity, efficiency, and security; deploy security updates and patches.
- Assist in the implementation, deployment, maintenance, and support of the College's mixed operating system (Windows, MacOS) desktop computer environment and associated printers, routers, switches, firewalls, VoIP phones, and smartphones.
- Manage user account creation and maintenance.
- Purchase hardware and software.
- Train staff/users on hardware, software, and enterprise applications.
- Maintain documentation on all IT systems and procedures.
- Maintain current knowledge on all existing products and/or acquire new knowledge on emerging technology and products.

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- Recommend additions or enhancements to the College's hardware and software environments to provide the highest cost/benefits efficiency.
  - Be "on-call" for systems emergencies such as severe weather, power outages, and hardware/software failures.
  - Provide both Tier 1 and Tier 2 end-user support (aka Help Desk).
  - Travel occasionally between campuses in Manchester and Peterborough/Sharon, New Hampshire (Position is located primarily in Manchester).
  - Other duties as assigned.

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree
- Minimum 3-5 years experience as a systems administrator
- Able to work independently on projects from start to finish
- Accuracy and attention to detail
- Outstanding customer service skills
- Proficient in Windows Server OS (All versions) and Windows Active Directory
- Proficient in Scripting languages (PowerShell required, others a plus)
- Proficient in administering Office365
- Proficient with both Windows and MacOS desktop environments
- Motivated to use both established and innovative practices to foster a positive, creative, and collaborative work environment
- Valid driver's license

### **PREFERRED QUALIFICATIONS**

- Experience working in higher education
- Experience with student information systems (e.g., Campus Café), financial aid systems (e.g., PowerFAIDS) or Federal government reporting systems (National Student Clearinghouse, IPEDS, etc.)
- Industry Certifications (Microsoft, CompTIA, etc)
- Cisco IOS skills
- Cisco CallManager/Unity experience
- VMWare experience
- Web development scripting experience (JavaScript, Perl, etc.) a plus

### **START DATE**

May 15, 2017

### **INSTITUTION**

#### **About the New Hampshire Institute of Art**

The New Hampshire Institute of Art (NHIA) is the oldest and largest non-profit arts institution in New Hampshire, founded in 1898 and today offering undergraduate (BFA, Dual Degree BFA/MAT), graduate



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(MFA, MAAE, MAT), and community education programs (Youth Arts, Pre-College, Community Education, and Professional Development) serving almost 2,000 students annually on two campuses in Manchester and Sharon/Peterborough, New Hampshire.

We are a tight-knit community of creative thinkers, artists, designers, writers, and art educators who use the power of our creativity to transform the community around us. We are a haven for students at every stage of their artistic journey, a place where artists can explore possibilities without fear and engage with people and experiences that will shape them and their future.

NHIA is accredited by the National Association of Schools of Art and Design (NASAD) and the New England Association of Schools and Colleges (NEASC). NHIA is also a member of the Association of Independent Colleges of Art and Design (AICAD). For more information visit [www.nhia.edu](http://www.nhia.edu)

**How to Apply:** Interested candidates should email a letter of interest, resume, and 3-5 references (*which will not be contacted without prior notice to the candidate*), to [HR@nhia.edu](mailto:HR@nhia.edu). The position title must be included in the Subject line of your email. Due to the amount of resumes received, only those being considered will be contacted.