### Position Description

**JOB ID:** 6280  
**Position Number:** 02019377  
**UC Path Position #:** 40256084  
**Dept:** ENT APPS & INFRASTRUCTURE SVCS - 061419  
**Position:** Systems Administrator  
**Approved Payroll Title Code:** 7304  
**Approved Payroll Title:** SYS ADM 3  
**Approved MSP Salary Grade:**  
**Approved PSS Salary Grade:** PSS23

**POSITION DETAILS**

**Job Summary:** Under general supervision of the Student Health and Counseling Center (SHCS) Information Systems Group manager, act as a Windows, Linux, and Macintosh systems administrator for servers and workstations. Install, upgrade, configure, administer, and maintain vendor-provided and custom hardware and software to support the operational requirements of SHCS and Student Disability Center (SDC) administrative and clinical staff. Provide second-tier computer, application, clinical device, and network technical support services via telephone, email, and in person. Help with long-range planning and research into new technologies.

**Campus Job Scope:** This position is a Systems Administrator for the Information Systems Group under Information & Education Technology (IET), supporting Student Health & Counseling Services and the Student Disability Center.

**Department Specific Job Scope:** Student Health and Counseling Services provides primary care, mental health, urgent care, laboratory, pharmacy, health education and counseling services to registered UC Davis students. SHCS serves approximately 350 patients per day during the school year. The mission is to provide campus health and wellness resources that enable students to successfully achieve academic goals and lifelong wellness. SHCS has approximately 160 staff including managers, senior professionals, professional and support staff, student employees, interns and post doc residents. SHCS is accredited by AAAHC (Accreditation Association for Ambulatory Health Care), and IACS (International Association for Counseling Services).

The Student Disability Center provides services to facilitate equal access to the University’s educational programs for approximately 800 students with disabilities, annually, including deaf and hard of hearing students. The SDC coordinates specialized academic support services, and providing disability management counseling, advising, consulting (with faculty, staff, and outside agencies and treating professionals) and other resources. The SDC’s mission is to ensure equal educational opportunities for students with disabilities, and to provide or facilitate support services to help them succeed academically.

**Positions Supervised:** NA

**Essential Responsibilities:**

60% **WINDOWS, MACINTOSH, AND LINUX SYSTEM ADMINISTRATION**  
Manage Apache and Nginx-based web servers running on a Linux platform.

Support the maintenance and programming of systems used by the Insurance Services department to access insurance data and waiver information and associated processes.
Design, test, and implement software packages to support and manage services, systems, and networking.
Install, configure, upgrade, and troubleshoot server-based applications.

20% LOCAL AREA NETWORK AND SYSTEMS ADMINISTRATION
Administer a Microsoft Active Directory domain with multiple subnets and 12 VLANS including 75+ Windows, Macintosh and Linux servers, 400+ workstations, and 60+ printers.

Inventory and document the configuration of all systems.

Participate in the documentation of SHCS IT procedures.

Monitor SHCS systems and networks daily.

Identify problems in supported operating systems based on reported user requirements, troubleshooting activities, and experience. Recommend solutions for such problems and where appropriate, implement them using standard system tools and facilities.

10% RESEARCH, DEVELOP, AND MAINTAIN PROFICIENCY WITH VARIOUS TECHNOLOGIES
Participate in formal and informal technology training in systems administration and development to maintain proficiency with current industry technologies and techniques.

Research a wide range of technical issues of a moderately complex scope, provide recommendations, and implement solutions as appropriate.

Research, analyze, and recommend changes in hardware, software, network, and systems configurations.

10% HELP DESK & OTHER DUTIES
Provide second-tier computer, application, clinical device, and network technical support services via telephone, email, and in person.

Report, research, troubleshoot and resolve problems of varying complexity, and support requests.

Work on special projects as assigned, including but not limited to setting up and/or installing equipment in offices and/or moving equipment to alternate locations, ad hoc setup of projectors and laptops for conferences and presentations.

Support departmental functions and events.

Participate in meetings and ad hoc work groups.

Physical Demands:

Prolonged sitting and extensive keyboard use for extended periods.
Maneuver, lift and carry equipment up to 50 pounds.
Crawl, bend, stoop and work in tight, confined areas
Due to the mission-critical services provided, this position may work hours other than M-F 8am-5pm, especially in response to system problems.
Work in a busy office environment with frequent interruptions.
Occasional travel required. Travel between campus and off-campus locations.
Vacation is restricted during peak work periods.

Adhere to workplace safety practices, read information communicated about
workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.

This position is a critical position and subject to a background check. Employment is contingent upon successful completion of background investigation including criminal history and identity check.

This position is subject to preplacement screening provided by Occupational Health Services. Preplacement screening will consist of infection control testing that includes blood tests for TB screening and other infectious diseases and may include a physical exam, screening is performed at no charge to the applicant.

Position may, at times, require employee to work with or be in areas where hazardous materials and/or infection diseases are present.

Position requires signing a statement acknowledging requirement to report child abuse (CANRA) and requirement to report suspected abuse of dependent adults and elders.

UC Davis is a smoke and tobacco free campus. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) is strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Yes

**QUALIFICATIONS**

**Minimum Qualifications:**

Experience with advanced systems administration and computer networking, including the installation, upgrade, and configuration of complex applications in a Windows environment.

Experience providing technical support for supported advanced client-server applications and services.

Experience supporting Windows 10, Windows Server 2012 and Windows Server 2016 (including Active Directory services and Hyper-V), and the latest Mac OS X and Linux operating systems.

Experience supporting the Microsoft Office suite of applications including Excel, PowerPoint and Word on both Windows and Macintosh platforms.

Knowledge of OSI seven-layer model and its application to IP networking.

Verbal and written communication skills to communicate effectively with vendors and all levels of staff, including medical providers.

Experience providing technical support for:
- Web-based and client server application services
- clinical devices
- data encryption
- printers and other device drivers
- peripheral connection technologies
- devices that use USB
- web browsers
- middleware services like CAS
- computing account management

**Preferred Qualifications for Selection:**

Experience working in a medical or other environment that required adherence to patient confidentiality protocols and data security.
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<th>Experience with Drupal 7 and 8 and associated modules and plugins.</th>
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<td>Experience writing administrative scripts in one or more languages including but not limited to PowerShell, Python, Bash, Perl, Ruby.</td>
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<td>Experience supporting Apache and/or Nginx web servers.</td>
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<td>Experience working independently and in a team environment to provide technical support and consulting services to clients.</td>
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<td>Experience supporting campus systems such as Office 365, DaFIS, and/or Banner.</td>
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<td>Skill to work on multiple unrelated tasks and set priorities according to management expectations.</td>
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<td>-Read and model the UC Davis Principles of Community.</td>
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<td>-Communicate in a clear, concise, and professional manner, orally and in written communication.</td>
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<td>-Communication skills to understandably and effectively describe technical requirements to technical and non-technical audiences.</td>
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<td>-Maintain confidentiality in all aspects of position.</td>
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<td>-Work as a team member in a multi-disciplinary team.</td>
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<td>-Work cooperatively with others to achieve and maintain a strong client service environment.</td>
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<td>-Provide and accept guidance and constructive feedback</td>
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<td>-Participate in SHCS training program and all staff meetings.</td>
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<td>-Interact in a collaborative way with students, SHCS/SDC staff, campus resources, and other ancillary services.</td>
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<td>-Ability to set aside personal beliefs to provide service that meets patients' needs.</td>
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<td>-Maintain composure for a cooperative atmosphere to establish a cooperative working relationship with staff, and to work effectively with a diverse population.</td>
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<td>-Accountability for the safekeeping of resources in the employee's care and custody and for following and implementing the cyber-safety guidelines.</td>
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