Associate System Administrator

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Type: Full-Time
Salary: $60,360 - $107,920 per year
Posted: 1 day ago
Category: Network/System Administrator
The Associate System Administrator is responsible for assisting the System and Server Engineering (SSE) Team to develop, implement, secure, and automate the management of enterprise VM, cloud-based compute, and storage services in virtual and cloud-based enterprise environments. This role reports to the Manager of Systems and Services and is guided by the SSE Technical Leads and System Administrators, while working collaboratively with other teams to contribute to the success of the Enterprise Technology & Service's goals and University System of New Hampshire's initiatives.

Duties/Responsibilities

(55%) Assists with management and support of enterprise virtual machines, cloud-based compute, and storage resources:

- Assist with developing strategies to automate lifecycle management processes that streamline overall operations to meet customers' needs.
- Assist with ensuring the design of virtual machine and cloud compute and storage infrastructure is documented, scalable, reliable, optimized, secure, repeatable, reportable, and auditable.
- Assist with ensuring proper security controls are in place, are monitored, and are both reportable and auditable.
- Provide technical guidance and support to the customer and participate in planning meetings as necessary to support the application lifecycle.

(30%) Collaborate with the SSE Teams to design, define, implement, and maintain virtual and cloud hosted application service delivery stacks:

- Working with the SSE Team, work to resolve complex issues and ensure timely incident resolution.
- Proposes and implements solutions to improve efficiency and productivity through automation of processes and workflows.
- Contribute to the development of team skills, tools, processes, and standards.
- Ensure the design of the virtual machine and cloud compute infrastructure is documented, scalable, repeatable, reliable, optimized, reportable, and auditable.

- Plan backup and recovery operations to ensure business continuity during a disaster recovery scenario.

(10%) With an understanding of CI/CD concepts, assist in managing, configuring, and ensuring the lifecycle of virtual and cloud-based assets in the USNH private and public cloud environments:

- Contribute to the automation of VM and compute resource provisioning and lifecycle management.
- Assist with the automation of monitoring service performance and resource utilization.
- Support the implementation of AI enhancements to improve IT automation processes and solutions.
- Collaborate with other functional teams to ensure high availability, stability, scalability, and fault tolerance of Windows Server resources.
- Assist with the creation and management of documentation.

(5%) General IT support:

Provide after-hours coverage for time sensitive, scheduled, critical events, addressing production issues, or other changes.

Requirements

Minimum Acceptable Education & Experience:

- Bachelor's degree and four years of experience in information technology field, Associate's and six years, or combination of education and experience equal to eight years.
- Experience managing server operating systems in virtualized and cloud-based enterprise environments.
- Experience managing virtual machines, containers, and other similar cloud-based compute services.
- Experience managing and supporting enterprise applications.
- Experience with creating and maintaining both internal and user-facing documentation.
- Demonstrated experience and proficiency with scripting and/or programming languages, automation of tasks and processes.

Knowledge, Skills & Abilities:

- Broad knowledge of several areas of information technology and thorough knowledge of specialty area as required by department.
- Overall information technology skills as required by employing department.
- Working knowledge of virtual machine patching and vulnerability remediation.
- Organizational skills and effective oral and written communication skills.
- Organized, self-motivated, and able to work both independently and within a team.

- Ability to work effectively while remote, including remote customer support.
- Windows and Unix file sharing.
- General working knowledge of virtual and cloud networking concepts.

Preferred Qualifications:

- Experience working at large higher education institutions.
- Certifications in cloud platforms such as AWS or Azure.
- Certifications in DevOps or CI/CD practices.
- Demonstrable education, certifications, or experience with site reliability engineering or service performance management.
- Certifications in IT Security related subjects and services.

Applicant Instructions

Applicants should be prepared to upload the following documents when applying online within the Resume/Cover Letter section of your application:

- Resume/CV
- Cover Letter
- Contact Information for 3 Professional References

Applications that are missing any of the required items may not move forward for consideration. Additional uploaded documents not requested in the position announcement will not be reviewed.

The University of New Hampshire is an R1 Carnegie classification research institution providing comprehensive, high-quality undergraduate and graduate programs of distinction. UNH is located in Durham on a 188-acre campus, 60 miles north of Boston and 8 miles from the Atlantic coast and is convenient to New Hampshire's lakes and mountains. There is a student enrollment of 13,000 students, with a full-time faculty of over 600, offering 90 undergraduate and more than 70 graduate programs. The University actively promotes a dynamic learning environment in which qualified individuals of differing perspectives, life experiences, and cultural backgrounds pursue academic goals with mutual respect and shared inquiry.

EEO Statement

The University System of New Hampshire is an Equal Opportunity/Equal Access employer. The University System is committed to creating an environment that values and supports diversity and inclusiveness across our campus communities and encourages applications from qualified individuals who will help us achieve this mission. The University System prohibits discrimination on the basis of race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, genetic information, veteran status, or marital status.

Compensation Pay Range:
$60,360.00 - $107,920.00

The pay range for this position is listed above. Actual offer will be based on skills, qualifications, experience, and internal equity, in addition to relevant business considerations. More information on benefits can be found here: USNH Employee Benefits | Human Resources

Location:
Durham
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