



JOB DESCRIPTION:	Senior Systems Administrator		
DEPARTMENT:	Information Technology		
REPORT TO:	Chief Information Officer		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	465160	DATE APPROVED:	27-FEB-2025
		DATE MODIFIED:	11-JUN-2025

SUMMARY: Manages and optimizes performance of assigned on-premise or cloud-based infrastructure to ensure reliability using technical expertise and proactive support.

DUTIES:

1. Advises and collaborates with IT leadership to identify and develop cloud and on-premises infrastructure platform strategies that align with institutional goals and objectives.
2. Recommends, plans, implements, and documents IT projects, ensuring efficient project management and alignment with the university's technical needs.
3. Standardizes IT service offerings while developing custom solutions to address departmental and institutional requirements.
4. Maintains and manages the central Active Directory domain, Office 365/Azure hybrid cloud solutions, and Group Policy to ensure consistent and secure operations.
5. Installs and configures operating systems within cloud SaaS providers, serving as the primary point-of-contact for system-related problem resolution and support.
6. Monitors and analyzes system capabilities and performance, evaluates emerging technologies, and integrates new systems into the computing environment, including cloud server configurations, patches, and troubleshooting.
7. Develops, implements, and maintains system security strategies, policies, and procedures to safeguard institutional IT infrastructure.
8. Serves as a technical expert in system administration for complex operating systems, providing advanced expertise to support institutional IT operations.
9. Oversees and maintains the IT infrastructure of WNMU, including servers, databases, and backups, ensuring stability, security, and efficiency.
10. Designs, configures, and manages various Azure SaaS Cloud Services, such as Azure AD, Teams, AAD Connect, Exchange Online, and MECM, to enhance institutional cloud capabilities.
11. Manages and optimizes IT infrastructure operations, including system monitoring, maintenance, troubleshooting, backup management, capacity planning, and participates in disaster recovery strategies.
12. Configures and maintains Single Sign-On (SSO), Multi-Factor Authentication (MFA), and the internal portal service to ensure secure and efficient user access.
13. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** Bachelor's degree in computer science or closely related field with 2 years experience or Associate's degree with 4 years' experience or High School Diploma/GED with 8 years experience or an equivalent combination of education and experience required. Microsoft Networking certification preferred. Bilingual (Spanish) preferred.

2. **Job Knowledge:** In-depth understanding of managing IT infrastructures in both on-premise and cloud-based environments. Knowledge of system monitoring, troubleshooting, and backup management. Expertise in active directory, group policy, and SSO configurations. Proficiency in designing, configuring, and maintaining SaaS services and Microsoft exchange environments. Ability to communicate orally and in writing. Skill in establishing and maintaining effective working relationships with faculty, students, university staff, vendors, and contractors. Ability to work in a professional academic setting. Ability to work in a multicultural environment. Skill in working in an environment subject to changing priorities and frequent interruptions. Skill in reading and interpreting complex technical instructions and manuals. Ability to communicate technical information to non-technical personnel. Must be knowledgeable of university policies and procedures. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.
3. **Working Conditions/Physical Demands** Normal office, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. Requires a valid driver's license.
 - b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)

*Delete all examples in red text prior to submission. Send all job descriptions to Bobbi Dodson for review and approval.