

JOB DESCRIPTION:	Systems Administrator II		
DEPARTMENT:	Information Technology		
REPORT TO:	Director – Network Operations		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	465160	DATE APPROVED:	27-FEB-2025
		DATE MODIFIED:	11-JUN-2025

SUMMARY: Supports the maintenance, security, and efficient operation of WNMU's IT infrastructure, including servers, networks, and cloud services, while providing technical assistance to end-users and ensuring system reliability.

DUTIES:

1. Assists with the daily administration and maintenance of the central Active Directory domain, Office 365/Azure cloud hybrid solutions, and Group Policy to ensure consistent operations.
2. Provides support for the installation, configuration, and maintenance of servers, operating systems, and network devices within the university's IT infrastructure.
3. Monitors system performance and logs, identifying and resolving issues to maintain stability and security across centralized printing, faxing, and scanning solutions to support daily operational needs.
4. Performs routine system updates, patches, and backups as needed for existing and assigned services.
5. Supports the configuration and maintenance of Azure SaaS Cloud Services, including Azure AD, Teams, and Exchange Online, to ensure optimal performance.
6. Assists in implementing and maintaining security strategies, including MFA and SSO, to safeguard user access and institutional data.
7. Provides technical support for end-users, including troubleshooting hardware, software, and network-related issues.
8. Designs, installs, configures, and maintains server solutions, including the administration of VCenter for managing virtualized server environments including the Virtual Desktop Infrastructure environment utilized on and off main campus.
9. Oversees the management and allocation of Adobe Creative Cloud licenses, ensuring compliance and accessibility for authorized users.
10. Collaborates with the networking team to troubleshoot connectivity issues and maintain a secure and efficient network environment.
11. Manages and optimizes IT infrastructure operations, including system monitoring, maintenance, troubleshooting, backup management, capacity planning, and disaster recovery strategies.
12. Configures and supports backup solutions pursuant to New Mexico and University records retention policies as well as assisting with data collection for public records requests as needed.
13. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
14. Performs other duties as assigned.

REQUIREMENTS:

1. Education /Background: Bachelor's degree in computer science or closely related field or Associate's degree with 2 years experience or High School Diploma/GED with 4 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. 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)