



Systems Administrator
Full Time
Catoosa County Campus

Job Summary:

Georgia Northwestern Technical College is seeking qualified applicants for the Full Time position of Systems Administrator to be located on the Catoosa County Campus and will be required to regularly travel to other campuses to meet operational requirements. This position will report to the Assistant Director of Information Technology. The Systems Administrator is responsible for complex projects implementation, decommission, and maintenance or may serve as team leader on moderately complex projects. Note: This is a Full Time position and is required to work 40 hours per week in-person.

Duties/Responsibilities:

- Perform system analysis, diagnostics, troubleshooting, and repair or reconfiguration of GNTC supported software or hardware systems.
- Provide user software support and personalized training for authorized GNTC applications.
- Manage Active Directory users and computers on the faculty and student domain within the existing structure.
- Work with established vendors regarding warranty claims, equipment pricing, problem resolution, parts exchange, etc.
- Troubleshoot, monitor, or engage with the student information system environment including but not limited to local troubleshooting of the Banner ecosystem to include but not limited to: Banner application servers, CampusLogic, Ellucian Experience, Ellucian Ethos, Degreeworks, Soft Docs, Axs Document Imaging, Coldfusion Reports Server, Maxient, GNTC Website, Rave, and other scripting services or applications in conjunction and associated with Banner-related functions.
- Design, Implement, and monitor scripts on application servers.
- Help design, facilitate, plan, and implement any system control in order to securely transmit or allow access to the Banner information system data.
- Implement, plan, and control secure access to Banner systems of function in order to safe guard GNTC PII, CII, and other sensitive data regulating data streams to only necessary endpoints on the local network or with vendors requiring student data.
- Work with TCSG-managed services to report and remediate any Banner-related issues in a timely, secure, and effective manner.
- Responsible for the training of users in Banner and related systems as outlined in policy.
- Audit user access on a scheduled basis in order to maintain Separation of Duties for the purposes of audits related to the Banner system.
- Attend training in a digital and physical format across the state
- Assist with the management of PC and related IT equipment inventory by following proper inventory and surplus procedures
- Perform technology research and selection for procurement.
- Regularly monitor the support system and follow procedures related to support tickets.

- Request appropriate assistance from other support technicians, network administrators, Assistant IT Director, or CIO when required.
- Treat all GNTC employees fairly, giving no one preferential treatment.
- Promote and exemplify the GNTC values and standards in daily interactions with faculty, staff, students, the public at large, and stakeholders.
- Communicate accurate information to all GNTC employees in a professional and courteous manner that demonstrates technical knowledge and a willingness to assist.
- Enter all required problem information into a tracking system in accordance with established procedures
- Assist with tickets of assigned employees and on other campuses as assigned by supervisors.
- Create, implement, monitor, and change scripts that run to enable applications and other services to perform that utilize banner or other data sources.
- Other duties as assigned.

Competencies:

- Accept direction and feedback from supervisor and follow through appropriately.
- Provide feedback to supervisor regarding problems which are recurring or which are creating unnecessary problems or delays for users.
- Accept responsibility for mistakes and take action to prevent similar occurrences.
- Use appropriate and established channels for communication and problem escalation.
- Maintain a systematic and orderly environment in regards to managing necessary equipment, parts, and documentation as it relates to any of the above job duties.

Supervisory and Management Responsibilities:

- Responsible for other campuses and personnel at those campuses.
- Responsible to make sure that these locations are being serviced responsibly and timely by their direct reports, and to assist those direct reports in completing any work on their campuses.
- Responsible for verifying and approving leave of direct reports and scheduling coverage in the event of sickness, emergency, or other prolonged tenure from a campus by that campus technician or assigned technical resource.
- Responsible to provide any requested feedback or documentation as it relates to their campuses and direct reports.

Minimum Qualifications:

Bachelor's degree in computer science or a related field *and* three (3) years of experience in complex enterprise scale multi-user systems and/or network administration and/or database management. Note: Experience may substitute for the degree on a year-for-year basis.

Preferred Qualifications:

Five (5) years of experience in complex enterprise scale multi-user systems and/or network administration and/or database management. Three (3) years database management experience in Ellucian Banner Software including: Banner Admin Pages, Degreeworks, ILP, Banner Access Management, Ellucian Identity Server, Ellucian Experience, Target X, Salesforce. Three (3) years in system implementation coordination and deployment. Three

(3) years of Windows server environment experience. Three (3) years Banner upgrade support or performance experience. Three (3) years report writing using ColdFusion or a similar reporting platform requiring database queries. Structured Query Language knowledge including advanced SQL such joins and multi-table queries in an oracle environment. Automation experience with the following software packages: Pivot, Maxient, Rave Mobile Safety, CampusLogic, Microsoft O365, Vcenter/Vsphere administration of VDI servers, Active Directory, Powershell.

Physical Demands:

Work is typically performed in a classroom or office environment with intermittent sitting, standing, or walking in various settings. The employee occasionally lifts or moves objects to a light to medium weight. Full range of hand and finger motion may be utilized for data entry purposes.

If the job involves driving, physical requirements include the ability to operate a vehicle and sit for extended periods.

Salary: 60,000

Benefits:

If this is a full-time position, benefits include: 13 paid State holidays, annual and sick leave, paid parental leave, educational support leave, options in the State of Georgia health and flexible benefits package, 401K & 457 options, a choice of two retirement systems dependent upon position: Teachers Retirement System of Georgia or the Employee's Retirement System of Georgia.

Application Deadline: Open until filled.

Application Process:

All application packets MUST be completed via the GNTC Online Job Center at www.gntc.edu/about/employment. We do not accept resumes, transcripts, etc. in any other format except through the Online Job Center. As a part of the application process, interested candidates will also be required to upload documents such as a resume, work references, contact information, education credentials such as licenses, certifications, and transcripts, if applicable and those applicable will be verified prior to beginning employment. Pursuant to college policy, a thorough background investigation, including a criminal history records check, shall be conducted on all candidates prior to employment. Some positions may require a motor vehicle record search, credit history and drug screen. **No phone calls or emails please.**

A Unit of the Technical College System of Georgia

Equal Opportunity Employer

A unit of the Technical College System of Georgia, as set forth in its student catalog, GNTC complies with the Technical College System of Georgia (TCSG). The TCSG State Board prohibits discrimination on the basis of an individual's age, color, disability, genetic information, national origin, race, religion, sex or veteran status ("protected status"). No individual shall be excluded from participation in, denied the benefits of or otherwise subjected to unlawful discrimination, harassment or retaliation under any TCSG program or activity because of the individual's protected status; nor shall any individual be given preferential treatment because of the individual's protected status, except the preferential treatment may be given on the basis of veteran status when appropriate under federal or state law. Title IX and Equity Coordinator: Linda McEntire, Floyd County Campus, Building I Room 105, 706-516-5184, lmcentire@gntc.edu.