



University of Maryland

Office of the Registrar Announcement

Position Title: Coordinator (Systems Administrator) #102567

Category: Exempt, Regular Full-time

Responsibilities:

This position provides systems support for the Office of the Registrar, Office of Financial Aid, Office of Enrollment Services, Undergraduate Admissions, Undergraduate Studies, Institutional Research and Planning, Office of Extended Studies as well as 10 other units. This position will support over 500 computers and peripherals as well as various software applications.

The candidate will perform hardware and software system installations, configurations, maintenance, upgrades and troubleshooting of workstations, laptops, mobile devices and printers. S/he will respond to and diagnose problems through discussions with users and technical peers in the Windows, Mac, and MS Office environments. Specific responsibilities include: providing user support to troubleshoot and resolve hardware, software, and network services problems/questions (e.g. disk drive maintenance, printer malfunctions, network connectivity issues, OS issues, system maintenance, software updates). Maintains support knowledge-base documentation as well as inventory specifics. The candidate will also provide technical support to the Office of the Registrar in all areas and systems, including email ticketing system, document imaging system, ID card production, degree audit system, classroom scheduling solution, and diploma printing. Participates on software implementation teams, including enterprise-wide systems (e.g. student information system, forms/workflow solutions, etc.). S/he will keep abreast of new evolving technologies, develop technical and procedural documentation, and provide user training when necessary. Works closely with supervisors to determine technology needs, and perform gap analyses related to performance improvement.

Qualifications:

Bachelor's degree from an accredited college or university in information technology or a related field; or an equivalent combination of education and experience; Five years of experience performing systems or network administration in a complex organizational environment. Have an understanding of desktop support functions, IT security problems, network connectivity issues, and strong problem solving skills to provide solutions. Active Directory and SCCM experience required. Equipment support experience with projectors, wireless LANs, and printers (workgroup and personal). Skilled in supporting various computer operating systems, applications and software to include: Windows 7/10, Mac OS X, system security and virus protection. It is critical for the candidate to have the ability to work in and promote a team environment, and have the ability to interpret and communicate information based on knowledge of institutional policies, procedures, and departmental considerations.

Desirable qualification: Experience with JAMF.

Salary Range: \$71,587 – \$89,484

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