

IT Systems Support Administrator

Job Code: 8169

Salary Grade: S09

FLSA Status: Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

This position provides system, solution administration, and device support for faculty and staff, primarily within the college or department.

- Provides on-site and remote end-user support for university computers, mobile devices, peripherals, and applications.
- Analyzes business requirements and technology needs, manage technical projects, system administration, server administration, application administration, network security, and IT security; specify, test, and deploy solutions, and develop documentation for long-term support.
- Manages the technology budget for the area, ensuring cost-effective use of resources and alignment with departmental goals.
- Sustains a high level of customer service while implementing, managing, and supporting IT systems and solutions.
- Administers servers, services, and infrastructure, for the designated department(s) applying IT best practices.
- Serves as an embedded resource to department(s), addressing area-specific technology issues, supporting research computing needs, and managing technology projects within scope, budget, and schedule.
- Interact with and train faculty, staff, and students on technology and research computing resources.
- Manages research computing throughout the designated department including networked Linux machines, specialized software, licenses, and the installation of new systems and disk subsystems.
- Manage account access and permissions to departmental security groups, mailboxes and distribution lists, network file shares, and other resources.
- Support operating systems, hardware, and networking administration, including firewalls.
- Leverage skills in unix and/or unix-like (Linux) System Administration, coding (Python, Bash, SQL, etc.), virtualization, large-scale storage systems, HPC, lab machine administration, web server administration, procurement, research computing consultation, and database administration to meet departmental IT needs.
- Leverage relationship management and facilitation skills to coordinate with members of internal OU IT teams to prepare, secure, and deploy university systems in compliance with university policies and procedures.
- Fosters long-term relationships with researchers and staff members to better understand their computational needs.
- Helps customers navigate OU IT service offerings and support channels through the OU IT Service Catalog.

Minimum Qualifications

Education:

- High school diploma or GED equivalent

Equivalency/Substitution: Experience or a combination of education & related experience can be considered in lieu of degree. A one-to-one ratio is used to determine the number of years of experience required in place of a degree.

Experience:

- 4 Years of customer service, help desk, or device/software support experience

Certifications or Licenses:

none

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Familiarity with IT security protocols and best practices.
- Customer relationship and vendor relationship management skills.
- Skills in change management, relationship management, and project management.
- Technical project management skills
- Ability to manage an IT budgeting and financial management skills
- Familiarity with networking systems and protocols.
- Working knowledge of remote desktop support systems



JOB DESCRIPTION

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- Working knowledge of computer hardware systems, routers, peripherals, operating systems, office software, enterprise software, and server systems.
- Proficiency in supporting Windows, iOS, and Unix-like operating systems.
- Intermediate Active Directory skills (e.g., Security and distribution group management, PowerShell scripting, and group policy management skills)
- Excellent problem-solving skills. Experience with scientific computing is a plus
- Linux server installation, configuration and administration (Redhat Enterprise, CentOS)
- Knowledge of scripting (BASH, using Perl, Python, and/or managing Condor)
- Knowledge of physical layer network; RedHat Enterprise Linux; DNS/DHCP; Linux Virtual Machine Management
- Ability to manage servers, networks, and backup systems
- Self-directed learning and the ability to problem solve while creating clarity from vague requirements

Working Conditions

Physical: Sit for prolonged periods of time. Use of a computer. Manual dexterity. Communicate effectively and listen.

Environmental: Office Work Environment.

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