

University of Houston – Clear Lake

Position Description

Job Title: **Software Specialist II**

Job Code: **3927**

Pay Grade: **005**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Bachelor's degree in Computer Science, Computer Information Systems, Engineering or an equivalent combination of education and experience.	Bachelor's degree in Computer Science, Computer Information Systems or Engineering.
Experience	Two years of experience installing, maintaining, and administering Windows and Linux Servers, MAC and IIS software.	Three years of software administration experience within an academic environment.
License/Certification		Cisco, Microsoft and/or Linux

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

The **Software Specialist II** is responsible for administering **Windows, MAC and Linux** software systems for the School of Science and Computer Engineering. Responsibilities include setup, maintenance and support of daily operations for current and new labs to be created for new lower level courses. The incumbent will be an integral part in preparing SCE Information Systems for the upcoming "Four Year Initiative." This individual participates in technical research and development to enable continuing innovation within the SCE infrastructure. This individual ensures that SCE computer server systems, operating systems, software systems, and related procedures adhere to organizational values, enabling faculty, staff and students to complete work. This individual will report directly to the Systems Specialist and assist with technical issues in the initiation and planning phases of our standard Project Management Methodology. These activities include the definition of needs, benefits, and technical strategy; technical analysis and design; support of operations staff in executing, testing and rolling out the solutions. This individual is accountable for the following systems: Linux and Windows servers that support the infrastructure; Linux, Windows, IIS, and Application systems that support student production; Responsibilities on these systems include operations and support, maintenance and research and development to ensure continual operation. Strong skills in Windows 7, Linux, Active Directory, disk imaging, remote administration, group policy and systems administration scripting is required. The incumbent will be required to document all procedures and maintain a complete record of all service requests within an electronic service system. This person works during normal business hours but may also work on night or weekend projects.

Duties and responsibilities

% Time

Perform software installations and upgrades to operating systems and software.	20
Perform server setup and administration.	20
Maintain integrity and security of the operating systems environment. Coordinate disk space planning and management. Perform data backup and recovery. Perform daily system monitoring, verifying the integrity and availability of all server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.	20
Provide support per request from faculty, staff and students. Investigate and troubleshoot issues.	20

Recommend innovative and automated approaches for system administration tasks. Help develop and maintain installation and configuration procedures. Provide recommendations regarding system software planning. Perform other job-related duties as assigned.	20
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This position description describes the general qualifications, duties and responsibilities of work being performed.