JOB DESCRIPTION- SERVER AND INFRASTRUCTURE ADMINISTRATOR

General Description/Primary Purpose:

The Server and Infrastructure Administrator at Murray State College is responsible for the design, implementation, maintenance, and security of the college's server, storage, and network infrastructure. Reporting to the Director of Information Technology, this position ensures the stability, integrity, and efficient operation of all IT infrastructure systems that support academic, administrative, and operational functions. The administrator plays a critical role in managing on-premises and cloud-based environments, monitoring system performance, and supporting disaster recovery, cybersecurity, and scalability initiatives to meet the evolving technology needs of the college community.

Classification: Full-Time

Salary: Commensurate with qualifications, education and experience, plus fringe benefits

Appointment: 12 Months

Overview:
Murray State College is a small, open-door community college that provides personal growth and professional success opportunities to students of all educational backgrounds. Employees at MSC will flourish in a family-like environment that offers collegiate support and opportunities for advancement.

Located in the heart of the Chickasaw Nation, Murray State College's service area comprises small towns with low cost of living and numerous natural attractions which offer fishing, hiking, and camping. Conveniently located within a two-hour drive of Dallas and Oklahoma City, MSC offers the best of both worlds: small-town life with access to big city offerings.

Description of Job Functions:

1. Serve as the primary administrator responsible for managing and maintaining the college's physical and virtual server clusters.

2. Oversee the performance, security, and reliability of all services and applications hosted on the college's server infrastructure.

3. Ensure servers are consistently updated, patched, and compliant with institutional security policies and industry standards.

4. Administer core infrastructure systems including Active Directory, authentication services, file storage, backups, and virtualization platforms.

5. Manage and support the college's Google Workspace environment, ensuring system integrity, data retention, and secure access.

6. Administer the campus telephone systems, including VoIP services, hardware, and call routing configurations.

7. Develop and maintain disaster recovery procedures and system backups to safeguard institutional data and ensure service continuity.

8. Monitor server health and performance metrics, responding proactively to alerts, failures, and optimization needs.

9. Collaborate closely with the Software and Systems Support Specialist to support the functionality, integration, and performance of campus-wide software applications.
10. Provide support for any software or system services required for load management, ensuring balanced server utilization and reliable access for end users.
11. Assist with software-related support when needed, contributing to helpdesk resolution and software performance troubleshooting.
12. Maintain technical documentation for server configurations, network architecture, and administrative processes.
13. Participate in planning and implementing infrastructure improvements that align with institutional goals and technology strategies.
14. Other duties as assigned.
15. Maintain 24/7 reliable internet access to fulfill remote instruction and administrative responsibilities when necessary.
16. Complete required NIMS training (IS-700.a and IS-100.HE) prior to or upon employment.

Required Knowledge, Skills, and Abilities:

Individuals must possess the knowledge, skills, and abilities listed below or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, by using some other combination of skills and abilities.

- Demonstrate experience of, or willingness in, working effectively in a culturally diverse workplace and/or serving clientele from a variety of racial and cultural backgrounds.
- Must be able to remain in a stationary position (seated or standing) for extended periods of time while working at a computer.
- Frequent use of hands and fingers for typing, operating a mouse, and handling small computer components.
- Occasional lifting and moving of equipment (such as monitors, desktop computers, or servers) weighing up to 30 pounds.
- Ability to bend, kneel, crawl, or reach under desks and into equipment racks to install or troubleshoot hardware.
- Visual acuity required to view detailed information on a computer screen and to identify cable ports, labels, and component connections.
  May occasionally walk across campus to assist with on-site technology support in classrooms, labs, or offices.
  Must be able to communicate clearly and effectively in person, over the phone, and via digital platforms.
- Maintain the ability to respect confidentiality.
- Must have a desire to help students succeed.
- Strong problem solving and analytical skills.
- Passionate belief in Murray State College's mission and an unwavering belief that all students, regardless of demographics, can achieve at the highest academic levels, as well as the Scholars for Excellence program.

Other Ergonomic Requirements:

This position requires sufficient manual dexterity to operate all equipment within the office complex, including but not limited to telephone, computer, printers, copy machine, and a fax machine. Sufficient manual dexterity to perform computer operations throughout an 8-hour day is required. Some amount of sitting, standing, stooping, kneeling, bending, crouching, lifting, walking, climbing, reaching, and carrying are required. All individuals are required to perform these movements without significant risk of injury to themselves or others, or to otherwise demonstrate or explain how they can perform the essential functions of the job.

Hours:

Monday- Thursday, 8:00 a.m. to 6:00 p.m. and Friday, 8:00 a.m.- 12 noon (37.5 hour work week). A flex schedule may be utilized if the area supervisor finds it necessary for the functionality of the department. Compensation time can be used if approved by the supervisor and the area Vice President in advance, per MSC policies and procedures.

Qualification Standards:

1. **Minimum Educational Qualifications:** A Bachelor's degree in Information Technology, Computer Science, or a related field required. An Associate degree with significant experience may be considered..
2. **Minimum Experience:** 3-5 years of professional experience in IT support, systems administration, or software/user support. Experience working in an educational or public sector environment and with learning management software is preferred.
3. **Professionalism:** Members of the Murray State College staff are expected to show professional competence, integrity, and enthusiasm in the performance of all responsibilities.
4. **Image:** Murray State College employees are expected to maintain a neat, well-groomed, and professional image at all times while performing their responsibilities.
5. **Background Check:** The successful candidate must give permission to have a formal background check conducted and employment is contingent upon the results of the national criminal and sex offender background check

Application Process:

1. Letter of Application
2. Resume
3. Unofficial college transcript(s). NOTE: Official transcript(s) required upon employment.
4. Murray State College employment application.
5. MSC Background Consent Form.

Submit the application to:

Human Resources Office
Murray State College
One Murray Campus, Suite AD 104
Tishomingo, OK 73460
mscemployment@mscok.edu

Application Deadline: Review of applications will begin immediately and continue until filled.