

**Urban Labs Title:** System Administrator

**Desired Start Date:** ASAP

### **Who We Are**

The University of Chicago Urban Labs, launched in 2015, were established to create knowledge to address fundamental urban challenges, and to work with policy makers and practitioners to improve the human condition in cities worldwide. The Urban Labs seek to evaluate the most promising policies and programs across the domains of crime, education, energy & environment, health and poverty to generate gold-standard evidence about what works and why, and to support policy makers and practitioners to scale up programs and policies that can have a significant positive impact on human lives. The Urban Labs team rigorously evaluates promising policies and interventions to make them as informative as possible. Our goal is to assemble a portfolio of randomized controlled trials (RCTs) to generate new evidence about what works, for whom, and why, and to conduct benefit-cost analyses of different interventions to enable policymakers to prioritize resources for the combination of strategies that achieve the greatest social good per dollar spent. For more information about the UChicago Urban Labs, go to <http://urbanlabs.uchicago.edu>.

In sum, UChicago Urban Labs:

- Uses research and evidence to understand how cities can work better
- Tests the most promising, cost-effective policies and programs
- Works with civic partners to implement and evaluate solutions in real time
- Scales solutions to cities around the country and the world

### **The Role**

The University of Chicago Urban Labs is seeking for a System Administrator to join our service-oriented and forward-thinking information technology department. The candidate will build relationships and work with researchers and administrative staff across all Urban Lab offices to monitor and attend to technology needs, and to configure solutions that meet technology as assigned by the IT Director. This person will also be responsible for all activities and support related to the day-to-day operations of Urban Labs, servers, desktops, and related hardware and software components.

### **Duties & Responsibilities**

- Performs system and network monitoring; monitors server usage and performance
- Installs, configures, patches, upgrades and maintains Windows 7/10/2008/2012 servers and workstation
- Manages user accounts and access permissions
- Assures confidentiality and integrity when working with private and sensitive data
- Special projects and other duties as assigned

**Education**

- Bachelor's degree required
- Degree in technology or engineering related field preferred, or equivalent work experience required

**Experience**

- At least three years of experience in multi-platform system administration Linux and Windows
- Experience managing networked servers and workstations with knowledge of TCP/IP network services, system utilities, hardware installation, and OS installation
- Experience with implementing, administering and managing a Microsoft Windows server environment (including experience managing policies, rights, security, Active Directory and Microsoft Systems Center) required
- Experience in a multi-platform network environment including mail service and client support, backup and restore technologies, Macintosh and PC communication software support, and various graphical user interfaces
- Demonstrated experience with DNS, DHCP, SSH, TCP/IP, VPN, Virtualization, LDAP and VLAN required
- Experience with at least one Linux system scripting language (shell, perl, python) required
- Demonstrated experience in desktop computer software used in Linux, Windows and Macintosh environments
- Experience with operating systems required
- Knowledge of the configuration and management of computer clusters
- Knowledge of backup technology and other monitoring and automated systems management technologies
- Knowledge of system administration issues in a medium-size client server environment
- Familiarity with integration and management issues in a heterogeneous computing environment
- Technical knowledge of current software protocols and Internet standards

**Required Competencies**

- Outstanding deductive and investigative skills to identify and diagnose complex, non-intuitive technical problems
- Ability to learn new procedures, techniques, and approaches quickly
- Knowledge of emerging technology trends in the area of IT
- Ability to communicate and establish great end user experience
- Ability to execute sound judgment and maintain confidentiality
- Excellent written and verbal communication skills
- Self-motivated and able to prioritize tasks
- Able to work in teams and individually
- Creative problem-solving skills

### **Preferred Competencies**

- Knowledge of a major IaaS platform, such as Amazon Web Services
- Knowledge of Apache, Nginx, Tomcat and PHP
- Knowledge of VMware vSphere
- Knowledge of OpenStack
- Knowledge of puppet, ansible, or chef
- Knowledge of SAN storage management
- Knowledge of MySQL or PostgreSQL database systems

**To Apply:** Resume, Cover letter, and Writing Sample to <https://jobopportunities.uchicago.edu>, requisition **103867**.

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