

SENIOR SYSTEMS ADMINISTRATOR

SUMMARY/PURPOSE

To design, install, administer, and optimize the City's servers and related components to achieve high levels of performance and security of the various business applications supported by tuning the servers as necessary.

This classification ensures the availability of client/server applications, configures new implementations, and develops processes and procedures for ongoing management of the server environment. Where applicable, the Senior Systems Administrator will assist in overseeing the physical security, integrity, and safety of the data center/server farm. This classification also participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance that is consistent with the City's goals, industry best practices, and regulatory requirements.

DISTINGUISHING FEATURES OF THE CLASS

Employees at a Senior Systems Administrator level are distinguished from the Systems Administrator by the level of responsibility assumed and the complexity of duties assigned. Positions at this level exercise more independent discretion and judgment in matters related to work procedures and methods and may be required to provide support to higher level situations.

ESSENTIAL DUTIES & RESPONSIBILITIES (other duties may be assigned)

1. Develop long term strategies and planning for client/server implementations and design the infrastructure required to support those strategies while incorporating future growth.
2. Act as project lead in the design and review of new server systems, applications, and hardware; conduct capacity planning as needed.
3. Lead, coordinate, and participate in key process improvements as related to the client/server environment.
4. Coordinate and collaborate with network, business application, and database administration function to ensure availability, reliability, and scalability of the City's servers to meet organizational demands.
5. Implement and enforce policies, procedures, and technologies to ensure data and server security.
6. Coordinate and conduct system project meetings and objectives.
7. Assist in the design and implementation of data center/server room security features, including HVAC control, power, environmental alarms, and access restrictions.
8. Conduct research and provide recommendations on server hardware, software, and protocols in support of procurement and development efforts.
9. Develop performance metrics to determine capacity and life cycle replacement planning.
10. Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance the plans.
11. Evaluate documented resolutions and analyze trends for ways to prevent future problems and alert management to emerging trends in incidents.
12. Conduct research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts, evaluate and recommend products/services for purchase.
13. Check help desk database for entries on server and server resource issues; prioritize and respond to help desk tickets as appropriate.
14. Serve as cornerstone for escalating server issues and tier 2 help desk incidents; provide timely response to customer escalations.
15. Perform file system configuration and management; create and perform server backups and recovery procedures.
16. Plan and implement server upgrades, maintenance fixes, and vendor-supplied patches.

17. Monitor and test system performance and provide performance statistics and reports.
18. Manage enterprise directory services and supporting server infrastructure.
19. Recommend and execute modifications to server environment in order to improve efficiency, reliability, and performance and develop strategies for improving or further leveraging these systems.
20. Develop and maintain training materials and server documentation.
21. Manage end user accounts, permissions, access rights, and storage allocations in accordance with best practices regarding privacy, security, and regulatory compliance.
22. Provide network access management, including maintenance of network component inventory and related documentation and technical specifications information.
23. Recommend, schedule and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
24. Act as a team lead in the training and mentorship of Systems Administrators as well as be an escalation point for advanced or difficult system solutions.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Graduation from an accredited technical school or college/university with a degree in computer science, management information systems or related discipline.
 - B. A minimum of four (4) years of system administration experience with responsibility for managing virtualization, server, and SAN environments.
 - C. MCITP and/or MCTS certification preferred.
2. License Requirements
 - A. Possession of a valid Minnesota driver's license or equivalent.
3. Knowledge Requirements
 - A. Excellent working technical knowledge of network, PC, and server operating systems, including Windows Server, Linux, and VMware.
 - B. Excellent working technical knowledge of current systems software, protocols, and standards, including Active Directory, PowerShell Scripting, WSUS, SCCM, Exchange, IIS, LDAP, TCP/IP, DFS, DNS, and DHCP.
 - C. Knowledge of local area network administration.
 - D. Strong Knowledge of storage technologies such as SAN or NAS.
 - E. Working knowledge of ITIL and COBIT.
 - F. Knowledge of applicable data privacy practices laws and PCI compliancy requirements.
4. Skill Requirements
 - A. Skill in application support with MS Active Directory and Group Policy.
 - B. Skill in the use of incident change management systems.
 - C. Skill in business process and reengineering, demonstrating an understanding of the relationship between processes and policies.
 - D. Skill in software and hardware troubleshooting.
 - E. Skill in documenting and maintaining configuration and process information.
 - F. Strong customer service, interpersonal, and oral communication skills.
 - G. Analytical and problem solving skills.
 - H. Skill in reading, writing, and interpreting technical documentation and procedure manuals.

- I. Skill at leading in a team-oriented, collaborative environment.
5. Ability Requirements
- A. Ability to conduct research on hardware and software issues and products.
 - B. Ability to gather, analyze, and organize information.
 - C. Ability to effectively prioritize and execute tasks in a high-pressure environment.
 - D. Ability to present ideas and solutions in user-friendly language.
 - E. Ability to provide keen attention to detail.
 - F. Ability to effectively communicate on a one-to-one basis and with groups to obtain or provide information.
 - G. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - H. Ability to be self-motivated and a strong team leader while prioritizing and executing tasks in a high-pressure environment.
6. Physical Ability Requirements
- A. Ability to be available for standby and/or callback.
 - B. Ability to work flexible schedules as assigned.
 - C. Ability to sit for extended periods of time.
 - D. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools and to handle other computer components.
 - E. Ability to occasionally inspect cables in floors and ceilings, requiring the ability to climb ladders, balance, stoop, and kneel.
 - F. Ability to occasionally lift and carry objects such as computers and peripherals weighing up to 50 pounds.
 - G. Ability to attend work on a regular basis.

HR: LD	Union: Basic	EEOC: Professionals	CSB: 06/07/2016	Class No:
WC: 8810	Pay: 140	EEOF: Admin/Finance	CC:	Resolution: