

GENERAL NATURE & SCOPE OF WORK

Under the direct supervision of the Technical and Critical Infrastructure Manager, the Server Administrator acts as a member of the Information Technology team and are responsible for the design, implementation, maintenance and support of Windows-based Operating systems, server environments and multiple third-party software packages. This position will support a complex mission-critical environment running on a large multi-node network serving hundreds of end users. This position will work with other technical staff and management in architecting technical solutions as needed. The Server Administrator will participate on and lead projects; develop new procedures based on technical solutions; recommend complex technical decision making solutions and provide input to delivery schedules. This position is subject to after-hours (weekends, nights, holiday) on-call duty for urgent technical support requests and after-hours emergency responses for critical system problems. The Server Administrator must be able to report into SNOPAC within one hour of receiving a request for urgent technical support needs. This is an FLSA exempt position.

ILLUSTRATIVE EXAMPLES OF WORK/ESSENTIAL FUNCTIONS

- Develops scripts (VB, PowerShell, etc.), configures tool sets and third-party applications to automate support tasks.
- Install, administer and optimize SNOPAC servers and related components to achieve high performance of the applications.
- Primary responsibility for ensuring the availability of client/server applications and configuring new implementations.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs.
- Performs routine audits of systems and software.
- Develops and documents installation, deployment, maintenance and monitoring solutions including backup and recovery or disaster recovery plans. Develops processes and procedures for management of the server environment.
- Create training plans and documentation to help educate IT staff on new technologies and others as needed.
- Regularly performs growth analysis and capacity planning in support of expansions and/or upgrades.
- Research and coordinate purchase and delivery of new equipment and software.
- Architect the development of technical solutions for multiple SNOPAC domains including but not limited to groups, permissions, files and users. Adding, removing, or updating user account information, resetting passwords, etc.
- Assists other SNOPAC staff on troubleshooting technical queries and dealing with users and user agencies.
- Implements security software and tools to ensure maximum security from outside threats.
- Provide overall responsibility for Microsoft server technologies including Windows Server, Active Directory infrastructure, IIS, Exchange, and SharePoint.
- When on call, must report to SNOPAC within one hour of receiving a request for urgent technical support needs.
- Perform other related duties as assigned.
- Ability to maintain regular and predictable attendance is an essential function for this position.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of:

- Scripting language and third-party applications to automate support tasks.
- Local and wide area communications networks and the ability to troubleshoot these networks.
- System administration as it concerns security, performance tuning, resource control and utilization.
- Storage Area Networks
- Basic networking/distributed computing environment concepts; principles of routing, client/server relationships, etc...
- Operating systems from an operational perspective; file system concepts, understanding of CPU, memory, disk and network subsystems.
- Automated host installation and configuration enforcement technologies.
- Client-server and stand alone applications, operating systems, network, connectivity, workstations and other devices used by SNOPAC.
- SNOPAC policy and standard, and legal requirements with regard to highly sensitive criminal, medical and personal information.
- Public Safety computer systems.

Skill Level:

- Excellent interpersonal skills for establishing and maintaining effective working relationships with employees, agency customers, vendors and the public.
- Excellent customer service skills required including a positive customer service orientation, with both internal and external contacts.
- Excellent written and verbal communications skills.

Ability to:

- Work around, and with, confidential information, and exercise proper discretion in its dissemination, in accordance with SNOPAC policy, and with State and Federal law.
- Understand and identify Public Safety critical components and services, and be able to prioritize tasks to support those needs.
- Implement operational initiatives and projects of high complexity intended to increase the efficiency and scalability of a rapidly growing infrastructure.
- Lead, follow and collaborate, depending on specific work assignment, project and availability of other people.
- Use performance analysis to tune systems or develop timely solutions.
- Maintain records and prepare complex reports.
- Work efficiently and accurately with multiple and changing priorities and frequent interruption.
- Plan, organize and work both independently and in a team environment.
- Adapt to changing organizational needs by effectively and proactively supporting SNOPAC's employees, technologies and operation.
- Maintain authorization requirements for accessing and working with criminal justice information systems and other forms of secure information.
- Establish and maintain effective working relationships with other SNOPAC employees, customers and vendors.
- Ability to work under pressure, solve complex technical problems quickly (minutes or hours), automate processes and solutions using available tools and develop in-house tools where necessary
- Communicate effectively both orally and in writing.
- Work with minimal supervision.
- Understand and follow oral and written directions.
- Analyze technical problems and describe their solutions both graphically and logically.
- Participate in shared after-hours on-call duties.

EDUCATION & EXPERIENCE

A combination of education and related experience sufficient to provide the requisite knowledge, skills and abilities may substitute for education requirements.

- Bachelor's Degree in Computer Science, Math, or a closely related field **and/or**
- Five (5) years of full-time experience in system administration.

PHYSICAL DEMANDS/WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office environment under pressure and requires the ability to quickly adjust to changing priorities and demands.
- While performing the duties of this job, the employee is frequently required to sit and use a keyboard.
- Duties will require the ability to lift and handle objects weighing up to 40 pounds.
- Travel by various modes of private and commercial transportation within the region may be required.
- Occasional fieldwork may be required.
- Attendance and participation at evening meetings may be required.

The statements contained in this class specification reflect general details as necessary to describe the principle functions of this class, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.