



<b>DATE</b>	January 2020
<b>JOB CODE</b>	SRSYSADM
<b>FLSA</b>	EXEMPT
<b>EEO</b>	

JOB TITLE: Senior Systems Administrator  
 DEPARTMENT/DIVISION: Information Systems  
 REPORTS TO: Infrastructure Manager

**SUMMARY:** Responsible for managing the citywide network application, database, and storage servers in order to enhance and maintain the server and network infrastructure. This position will also be responsible for developing and managing the City client-server network for maximum availability and performance.

**ESSENTIAL JOB FUNCTIONS:**

- May serve as a lead to lower level staff, which includes prioritizing and assigning work; training staff on work methods and procedures; and/or, performing other related activities.
- Keep management abreast of systems operational status and activities through periodic verbal and written status reports.
- Coordinate with customers and Department management in a methodical and professional manner to gather business requirements to enhance existing City systems.
- Provide technical leadership for establishing the best possible options for designing and deriving the best solutions based on sound analytical judgment, team input and the customers' best interest.
- Participates in the management of ongoing projects through business meetings, briefings with Department management, and document creation, maintenance, and preparation.
- Assign and monitor administrator resources to monitor systems for security, access and performance.
- Design and overall management of the city's physical and virtual server and storage infrastructure, which includes implementation, optimization, reporting and problem resolution.
- Advise management on tactical and strategic operational improvements to enhance operational capabilities and lower costs of delivery and development of technical roadmaps.
- Provide advanced systems engineering and support for enterprise networking tools.
- Oversee and perform the design, installation, migration, maintenance and operations support for infrastructure hardware and applications, including VMWare.
- Maintain and administer Active Directory, including group policies.
- Provide hands on technical guidance to junior network/server/database staff.
- Determine, implement, and modify problem resolution procedures.
- Monitor problem resolution and ensure satisfactory and timely completion.
- Compile and manage documentation of systems, standards, policies, and procedures.
- Design solutions with network hardware, servers, storage and software to satisfy the needs-analysis and requirements definitions.

- Maintain compliance with external regulatory controls, such as the Texas Department of Information Resources.
- Participates in a variety of special projects in support of departmental operations, which may include: performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability and maximize organizational efficiency, effectiveness, and performance; recommending cost-conscious decisions and actions; and/or, performing other related activities.
- Performs other duties as assigned, which may involve irregular work hours, including evenings and weekends.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Extensive knowledge of the latest Microsoft Windows Server, Exchange Messaging and Active Directory environments
- Extensive knowledge of the latest applicable Linux server environment
- Extensive technical knowledge of current network technologies, standards, protocols and hardware
- Extensive technical knowledge of Storage Area Networks, server virtualization technologies, and application virtualization
- Knowledge of Terminal Server, SQL Server, Internet Information Server (IIS), Microsoft ISA Server, SharePoint scripting and application packaging/distribution
- Knowledge of process improvement principles and practices
- Knowledge of disaster and business recovery practices
- Knowledge of government operations and processes
- Skilled in designing secure networks, systems, and applications architecture
- Skilled in evaluating quality and reviewing final work products
- Skilled in analyzing security processes
- Skilled in assessing cost efficiency and effectiveness of municipal operations
- Skilled in tracking service call and installations
- Skilled in identifying and solving problems
- Skilled in documenting service outages and resolutions
- Skilled in working independently or part of a team in delivering excellent customer service
- Skilled in reading and interpreting technical documents
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines
- Skilled in reading, interpreting, applying, authoring and explaining rules, regulations, policies, and procedures
- Skilled in preparing clear and concise reports
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals
- Ability to communicate with users to define system requirements and resolve problems
- Ability to analyze technical problems and develop workable solutions

**MINIMUM QUALIFICATIONS:**

- Bachelor's Degree in Information Systems, Computer Science, or related area of study
- 5 years of progressive experience in designing, configuring, administering, maintaining and upgrading Windows Server operating systems through the most recent version
- 3 years of progressive experience in configuring and supporting Active Directory
- 3 years of progressive experience in configuring and supporting VMWare ESX environments
- Hold one or more of the following certifications (or substantially similar) or ability to obtain within one year of employment;
  - Microsoft Certified Solutions Associate (MCSA)
  - Microsoft Certified System Engineer (MCSE) for Windows Server
  - VMWare Certified Professional (VCP)
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

**PREFERENCES:**

- 5-7 years' experience in designing, administering, maintaining and upgrading Windows Server operating systems and Exchange messaging environments
- 7 years' experience performing general administration and troubleshooting of enterprise data storage systems
- 3-5 years' experience supporting and designing Active Directory
- 3-5 years' experience configuring and supporting VMWare ESX environments
- 5 years' experience supporting Red Hat Linux
- Hold two or more of the following certifications (or substantially similar);
  - Microsoft Certified Solutions Associate (MCSA)
  - Microsoft Certified System Engineer (MCSE) for Windows Server
  - VMWare Certified Professional (VCP)

**WORKING CONDITIONS:**

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching
- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.