IT Applications Administrator

GENERAL SUMMARY

Grand Traverse County Information Technology (IT) seeks an experienced systems administrator application who's eager to use and grow their technology skills. In this role, the successful individual will protect our critical information, systems, and assets, build solutions, implement new cloud-based security software and cloud-based security hardware, provide training, and develop an overall application on the premises offpremise (cloud) strategy.

From early on, you'll help empower our breakthrough innovations, be given challenging assignments, lead initiatives, and take ownership and responsibility. Our ideal candidate will be passionate about applying their skills to a technology-based business model that creates real-world solutions for Grand Traverse County.
Employees must meet the minimum requirements, conditions of employment and successfully perform all essential duties and responsibilities with or without reasonable accommodations.

This position may require irregular hours on weekdays, weekends, and holidays. It may also require travel by the employee in the employee's vehicle.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Coordinate with IT stakeholders to develop and support cloud, windows, or Unix infrastructure.
- Provide technical assistance on windows, cloud-based systems, resolve operational challenges, and implement single sign-on (SSO) via SAML, or Oauth2
- Responsible for working with vendors and customers on IaaS, PaaS, and SaaS applications.
- Monitor and analyze the capabilities and performance of cloud systems, compare, evaluate, and implement new technology and integrate systems in the computing environment.
- Provide documentation and technical specifications to IT staff to document systems, infrastructure, and compute dependency maps.
- Working knowledge of Azure Active Directory, Exchange, M365, Azure, and other cloud windows-based technologies.
- Contribute to continuous system improvement, operations, maintenance, and monitoring applications.
- Should be familiar with cloud-based storage such as blob storage as well as container knowledge such as Docker in the government cloud.
- Contribute to and maintain systems standards as they relate to configuration management, hardening, and security within the cloud infrastructure.
- Supports application systems within cloud infrastructure consisting of VM and server management, systems applications, virtual/physical storage, and virtual desktop infrastructure integration with on-premise applications
- Manage incoming requests from departments to process and track the completion of project and duties

- Other duties as assigned

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Associates Degree Information Technology with an emphasis on Infrastructure or closely related field
- Two to four years of system administration experience with physical and virtual computing assets
- Microsoft Certified Professional (MCP), Microsoft Technology Associate (MTA) with an emphasis in server administration, server operating system, network fundamentals, and security fundamentals
- Microsoft Azure Fundamentals, Azure Administrator, in process or completed 18 months after acceptance of the position
- Demonstrated working knowledge of PowerShell and other scripting applications
- Ability to implement new technology and provide guidance into IT strategy
- Knowledge of implementing technology leading practices related to cloud security, storage, data protection, and disaster recovery protocol

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. An appointment to or continued employment in this job is contingent upon a satisfactory background check. Which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and drug and alcohol testing as needed and allowable by law. A satisfactory background check is defined as the absence of a criminal history record that bears a demonstrable relationship to the applicant's or employee's suitability to perform the position's required duties and responsibilities.

DISTINGUISHING CHARACTERISTICS

Work involves the development of new guidelines and techniques. Establishing criteria or developing further information where guidelines may not exist for all situations and considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances and make decisions in significant areas with uncertainty in approach, methodology, and interpretation. Errors at this level could

cause serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and adverse media reaction and could impact others outside of a department and may require the intervention of an agency head to resolve.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper)

KNOWLEDGE, SKILLS, ABILITIES, COMPENTENCIES (minimum requirements)

- Thorough working knowledge of wide-area and local area network technologies
- Advanced knowledge of security systems
- Advanced knowledge of multiple operating systems and platforms, the internet, and related technologies
- Proficient in the operation of personal computers, their components, auxiliary equipment, and its interaction with other computer hardware
- Proficiency in English grammar, spelling, punctuation
- Knowledge of mathematical techniques applicable to the Work
- Interpersonal skills are necessary to develop and maintain adequate and appropriate working relationships with customers, co-workers, and vendors.
- Knowledge and ability to use a personal computer to perform required duties, as well as prepare reports, maintain records, search for and compile data
- Skill in operation of modern office equipment such as a personal computer, facsimile, copiers, scanners, and telephones
- Skill in researching and resolving problems to ensure compliance
- Skill in assessing clients needs and in assisting clients in seeking solutions to problems
- Ability to install cable and connectors, configure hardware, network connections, and any software that will be utilized