

Server Administrator

GENERAL SUMMARY

Primary function of the job is to plan, install, configure, upgrade, patch, and manage servers as well as troubleshoot problems and issues related to the configuration of servers.

Primary responsibility for the following areas:

- MS Windows Server Administration o Active Directory, IIS, DNS, DHCP, Etc.
- Linux Server Administration
- MS SQL Administration
- Antivirus/Antispam Software
- Virtual Server Environment (VMware)
- Storage Area Network
- Server Backups

Employees in this job have no formal supervisory role, however, employees work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

This position may require irregular hours. It may also require travel by the employee in the employee's own vehicle.

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

- Plans, installs, configures, upgrades, patches, and manages servers as well as troubleshoot problems and issues related to the configuration of servers.
- Monitors the utilization of servers to detect potential errors or problems and provides necessary prevention guidelines. Monitor servers to determine upgrade requirements and general utilization issues.
- Ensures that backup, recovery, and security procedures are setup and performed as planned and necessary. Tests restore of complete servers to verify backup and recovery procedures.
- Plans, installs, configures, upgrades, patches, and manages databases on servers. Troubleshoot problems and issues related to the configuration of databases.
- Responsible for creation and maintenance of documentation as it relates to server setup and backup/recovery procedures. Documentation must provide instructions for all standard processes for others to execute in the absence of the server administrator.
- Troubleshoots and resolves network problems and issues.
- Maintains and repairs computer equipment. Replaces and installs computer, printers, and other components, such as hardware configuration, cables and connectors, network connections, software, etc.

Grand Traverse County, MI Job Description

- Performs system administration, such as performing system backups, updating and maintaining servers, enrolling new users and accounts, deleting users and accounts, revising directory structures, maintaining security features, creating documentation, installing software, and similar activities.
- Monitors and maintains the integrity and security of servers and network systems.
- Assists with the selection and procurement of hardware and software, including determining end user needs, preparing specifications, obtaining price quotes, creating purchase orders, recommending purchases, placing orders, ensuring that materials received conform with orders and packing list, and related activities.
- Assists in training users on applicable systems, applications, databases, and/or other related software; participates in developing operating procedure documentation.
- Creates and maintains documentation for hardware/software, standard procedures, problem resolution, inventory tagging and recording, end user manuals, and/or other related items.
- May design databases, data entry screens, forms, queries, and reports.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- Bachelor's degree in a related field, such as management information systems.
- Three years of progressively related experience in server administration.
- Experience with a virtual server is preferred.

CERTIFICATIONS, LICENSES

- Depending on assignment, may require a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.
- Certification in server administration and SQL administration.
- Certification as a network engineer preferred. *Certifications must be kept up to date as new server operating systems and database versions are released.

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. 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/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work involves the development of new guidelines and techniques, establishing criteria or developing new information where guidelines may not exist for all situations and considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances, and to make decisions in major areas where there may be 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/or negative media reaction and could impact others outside of a department and may require the intervention of an agency head to resolve.

Compared to the IT Technician – Applications classification, work is primarily focused on server administration and support.

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 personal computers and peripherals)

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (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, internet, and related technologies
- Proficient in the operation of personal computers, its 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 necessary to develop and maintain effective 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 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 to seek solutions to problems
- Ability to install cable and connectors, configure hardware, network connections and any software that will be utilized
- Ability to comprehend, review and analyze complex data and follow complex instructions
- Ability to assess and provide training and guidance within area of specialized knowledge

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- Ability to interpret and explain complex computer operations and applications in layman's terms
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to use County resources effectively and efficiently