



JOB DESCRIPTION

TITLE:	Server Administrator	DATE:	2/2020
REPORTS TO:	IT Director	FLSA STATUS:	Exempt
DEPARTMENT:	IT (Information Technology)	MGT/SPVR:	Yes

SUMMARY

The Server Administrator is responsible for managing, monitoring, and improving IT infrastructure including but not limited to servers, network, and cloud workloads to support all aspects of business.

This includes ensuring the availability of virtualization hosts, configuring all new implementations, and developing processes and procedures for ongoing management of the server environment with an eye on security. This is achieved by monitoring, maintaining, supporting, and optimizing all networked software and associated operating systems. The Server Administrator will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of IT investments. Where applicable, this individual also participates in the planning and implementation of policies and procedures to ensure storage provisioning, efficiency, and maintenance that is consistent with organizational goals, and industry best practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES *include the following. Other duties / projects may be assigned.* The System Administrator works along with the IT team to:

Operational Monitoring & Management

- Proactive monitoring of our backend infrastructure to anticipate & mitigate any potential issues to maintain uptime of 99.99%.
- Monitor and regular test of system performance to provide performance statistics and reports.
- Recommend and deploy modifications to server / infrastructure environment to improve efficiency, reliability, and performance.
- Define / Update backup and recovery procedures.
- Monitor and regular test of backup system and restores to ensure backup integrity.
- Define / Update DR procedures.
- Monitor and regular test of DR testing to ensure smooth failover during DR scenarios.
- Audit and maintain clean & organized AD and GPO.
- Plan and implement regular upgrades, maintenance fixes, and vendor-supplied patches.
- Develop and maintain training materials and server documentation as it relates to system configuration, mapping processes, and service records as well as ensure documentation is up-to-date.
- Conduct research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts.
- Monitor, analyze, and predict trends for storage equipment performance, space allocation, and data growth to recommend enhancements. Archive and purge as necessary based on current retention policies.

- Server as Level 2 and Level 3 support as it pertains to Help Desk issues.
- Escalate issues with vendors / partners such as Verizon and AT&T when issues arise.
- Perform related duties consistent with the scope and intent of the position.
- Afterhours server maintenance as necessary.
- Provide guidance to junior members of the team.

Strategy / Planning

- Develop / Update strategies for continuous improvements including but not limited to infrastructure architecture, network, cloud strategy, security, and others.
- Develop / Update policies, procedures, and technologies (including firewalls) to ensure server security.
- Act as project lead, especially on projects pertaining to infrastructure, with an eye on security and capacity planning as needed.
- Lead, coordinate and participate in key process improvements as they relate to the above.
- Coordinate and collaborate with the rest of IT team as well as other departments to ensure availability, reliability, and scalability of organizational servers to meet business demands.
- Participate in and support capacity planning and the development of long-term strategic goals for systems, software, and storage in conjunction with technical services team members.
- Audit / Update appropriate end-user access control levels for stored data.

Others (Help Desk and Projects)

- Assist / Lead / Manage special projects necessary.
- Assist with onsite support when necessary.
- Current situation will warrant about 20% of time on Help Desk (including Level 1).

SUPERVISORY RESPONSIBILITIES

No supervisory responsibilities.

QUALIFICATIONS

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, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

A Bachelor's degree in computer science or equivalent education and experience, along with advanced technical credentials preferred plus at least 10 years equivalent related experience and/or previous management experience required; or equivalent combination of education and practical experience. Excellent verbal and written communication skills. Ability to meet deadlines, to conduct and direct research into issues and products, and to take initiative in the development and completion of projects. Strong project management, organizational and time management skills. Excellent problem-solving, analytical, and evaluative skills.

LANGUAGE SKILLS

Ability to fluently speak and understand English. Ability to read, analyze, and interpret documents such as safety rules, operating and maintenance instructions, technical procedures, and/or governmental regulations. Ability to read and analyze architectural drawings and blueprints. Ability to write reports and general business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have a current valid California driver's license, and a current registered operable vehicle and proof of insurance as required by state law.

PHYSICAL DEMANDS

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and to operate a computer keyboard, mouse, and telephone keypad. The employee is frequently required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and occasionally to taste or smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 75 pounds with assistance or equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is sometimes exposed to moving mechanical parts; high, precarious places; and outside weather conditions if visits to customer sites are required. The employee is occasionally exposed to wet and/or humid conditions; fumes or airborne particles; extreme cold or heat; risk of electrical shock and vibration. The noise level in the work environment is usually moderate but can be loud if working at a customer construction site.