

IT Systems Manager

GENERAL STATEMENT OF DUTIES: Performs highly specialized work which includes the design, installation, administering, and optimizing of servers and related components to achieve high performance. Ensures the availability of applications, configuring new implementations, and developing processes and procedures for ongoing management of the server environment. Ensures the physical security, integrity, and safety of the data, servers and backup media. Participates in the installation, monitoring, maintenance, support, and optimization of all Host hardware, software, and communication links. Leads and coordinates varying research/implementation projects utilizing proper documentation, tools, and task management skills. Provides support and back-up to Systems Engineer. Works under the supervision of the IT Director.

STATEMENT OF TASKS:

Plan, design, test, implement, and troubleshoot enterprise server and storage systems;
Implement and maintain security solutions, including firewall, and anti-virus;
Create and maintain documentation as it relates to configuration, processes, service records and security configuration;
Design, deploy, and maintain company server hosts, storage systems, virtual machines, and related hardware;
Perform on-site analysis, diagnosis, and resolution of complex network problems for end users and support personnel, and recommend and implement corrective hardware and software solutions;
Development of business continuity and disaster recovery plans, and maintain current knowledge of plan executables; Respond to emergency network outages in accordance with business continuity and disaster recovery plans;
Manage equipment including: servers e-mail, printers, and backup servers and their associated operating systems and software switches, routers, servers and firewalls;
Manage servers including: e-mail, print, and backup servers and their associated operating systems and software;
Monitor the performance of managed systems and troubleshoot and resolve problem areas as needed including but not limited to just upgrades and patches;
Manage and support of network hardware such as ensure proper allocation of space and devices for all database application and virtual servers;
Provide training and written documentation for support personnel (which include Help Desk, computer technicians, and trainers, internal/external customers, and management;
Supervise assigned staff, provide guidance and direction;
Write technical specifications for purchase of server hardware and software products;
Interact and negotiate with vendors and contractors to secure software, products, and services;
Assist in research on relevant technology products, services, protocols, and standards to remain abreast of developments in the networking industry;
Attend training seminars, conferences, and trade shows to broaden knowledge of current and future issues and technologies.

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

Highly self-motivated and directed with solid leadership skills;
Ability to conduct research across a wide range of computing issues;
Knowledge configuring Microsoft Windows server and system security;
Extensive knowledge of Unix/Linux system administration;
Ability to analyze design and implement client server application including Virtualization and SAN Interfacing;
Knowledge of Database standards and techniques;
Ability to work in and remain professional in high stress environment.

MINIMUM QUALIFICATIONS:

Bachelor's degree in the field of computer science, information sciences.

-AND-

Two (2) years' experience within last 5 years managing 40+ virtual network servers

Two (2) years' experience VMware and SQL or equivalent software

Two (2) years' experience information systems security

-AND-

One or more advanced level certifications in the following:

- Microsoft Windows Server
- Microsoft SQL Server
- VMWare

"Advanced" certifications include those with a designation of "Administrator", "Professional", or "Expert." Certifications must be current at the time of placement and must be for a version of the applicable systems which is supported by the vendor at the time of placement. "Legacy" certifications, for retired versions of the indicated systems, may be considered if there is verified ongoing work experience at an advanced level with current versions of the product.

Candidates possessing manufacturer certification or specific documented experience designing and managing database systems using Microsoft SQL Server are encouraged to apply.



Human Resources Director

Established: July 30, 2014

Revised: October 11, 2016

Revised: February 7, 2017