



OFFICE OF HUMAN CAPITAL

POSITION DESCRIPTION

JOB TITLE: Supervisor, Server Administration		
Job Class: 3013		
DATE	DEPARTMENT OR SCHOOL Office of Operations	DIVISION Division of Technology
BARGAINING UNIT:		FLSA STATUS: <input type="checkbox"/> Exempt <input type="checkbox"/> Non exempt
Pay Schedule:	Pay Range:	APPROVALS
<p>POSITION SUMMARY: Under direction, the Supervisor, Server Administration oversees all server administration activity including the installation and maintenance of server software, hardware and provides oversight of the District servers including support and maintenance of Microsoft Active Directory and Microsoft Exchange systems. The Supervisor must be well versed in all technical aspects of the District's servers as well as the integration of said servers to the District network. The Supervisor determines when server maintenance is performed, ensures that all maintenance is performed timely, properly and ensures that all changes made to the District's servers are well documented. The Technical Services Supervisor also keeps up-to-date on the latest server technology and makes recommendations whenever the server technology needs to be updated. The Supervisor is also responsible for supervising staff, training new staff, as well as evaluating them.</p>		

DESCRIPTION OF THE JOB: DESCRIBE THE SPECIFIC DUTIES AND RESPONSIBILITIES OF THE JOB AS ACCURATELY AND COMPLETELY AS POSSIBLE. Indicate the approximate percentage of time devoted to each major task or group of related tasks. Identify essential functions of the job with an asterisk (*) An essential function must meet the following criteria: 1) the reason the position exists is to perform that function, 2) no other employee is available to perform that function, 3) the function is highly specialized, and 4) removing the function would fundamentally alter the job.

35% SERVER ADMINISTRATION AND MAINTENANCE

- Provides supervision over the District application and database servers and provides administrative support for the District Data Centers.
- Initiates and coordinates the escalation of server problems to other support staff, or outside vendors.
- Provides direction to the server support Systems Programmers as well as performs both routine and non-routine server administration tasks for daily operations of complex production systems.
- Coordinates Systems Programmers as well as performs the collection, analysis, and reporting of operational data for use in maintenance, performance tuning, and capacity planning for future server enhancements/upgrades.
- Serves as the escalation point in the identification and correction of complex server problems, including interaction with other support staff, others in the district or outside vendors. Independently determines approaches and strategies and provides direction to subordinate staff as needed.

25% EMERGING TECHNOLOGIES RESEARCH, DEVELOPMENT & DEPLOYMENT

- Serves as a technical resource to investigate any emerging technologies considered by the organization and to provide direction, based on research and analysis, of the feasibility and reality of the technology considered.
- Ability to effectively direct, develop, design and implement new technologies and coordinating with different functional areas as required.

25% SECURITY ENGINEERING AND ADMINISTRATION

- Provides security engineering and administrative oversight for the enterprise security technologies and services.
- Ability to identify security technologies, which may be utilized to effectively manage or reduce organizational risks.

- Ability to develop, design and implement new security technologies as required.

10% PROJECT PLANNING AND IMPLEMENTATION

- Apply systems engineering expertise in the planning, analysis, design and implementation of application and database servers.
- Recommend modifications, including upgrades, additions or deletions to complex server systems or services. Provide analysis and justification for recommendation, which may include operational data, feasibility, technological motivations, customer demand or need.
- Direct and/or perform systems administration tasks for new server implementations.
- Provide technical supervision and leadership through the planning and implementation processes

5% PROFESSIONAL DEVELOPMENT

- Active participant in the Systems Administrators community, through mailing lists, forum discussions or news groups, to keep current of any new developments.

SUPERVISION RECEIVED: (Indicate the extent to which work assignments and methods are outlined, reviewed, and approved by others.)

Reports to the Technical Services Manager. Works with little or no supervision. Receives strategic direction and project assignments that support the Technology Strategic Plan. Project assignments are reviewed and approved periodically based on key target dates.

SUPERVISION EXERCISED: (List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following: (a) assign duties; (b) outline methods; (c) direct work in process; (d) review completed work; (e) sign or approve work; (f) make hiring recommendations; (g) prepare performance appraisal; (h) take or recommend disciplinary action.

Systems Programmers (2) Desktop Support Technicians (2).

JOB REQUIREMENTS: 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 ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Education Requirements: (Include certificates, licenses, and/or registrations required.)

Requires Bachelor's Degree in Computer Science or equivalent or a closely related field from an accredited college or university.

Experience Requirements:

Requires 5-10 years of combined Server Administration, Microsoft Active Directory and Microsoft Exchange experience.

NOTE: Equivalent combinations of education and practical experience may also be considered.

Knowledge, Skills, and Abilities:

Required:

- Supervises and coordinates the installation of all new server hardware, systems, and server software.
- Supervises and coordinates the installation, configuration and maintenance of server equipment and other related devices.
- Monitors disk space and memory, interprets server health reports, and makes design recommendations.
- Documents server problems and resolution for future reference.
- Monitors server performance and implements performance tuning.
- Has broad knowledge of various technical alternatives and their potential impact on the business.
- Oversee server software and server security.
- Ability to supervise and direct teams and work concurrently on multiple tasks and projects.
- Ability and motivation to learn new technologies quickly and with minimal support and guidance.
- Strong analytical abilities, effective communication skills and the ability to interact professionally with a diverse group of clients and staff.
- Ability to interface with the Network Services team to provide quality service.
- Ability to write technical specifications, operational and end user documentation.
- Assesses trends in server usage and storage.

Preferred:

- Microsoft Active Directory and Microsoft Exchange certified (MCSE)
- Familiarity with Cisco Ironport Email Security Appliance administration
- Familiarity with EMC SourceOne email archiving solution administration
- Familiarity with Microsoft Office 365 installation and maintenance
- Familiarity with VMware vSphere 4.x or higher
- Dell or HP server certified

WORKING ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

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 with or without reasonable accommodation.

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.