



POSITION DESCRIPTION

JOB TITLE: Technology Support Supervisor (Servers)		
Job Class: 3013		
DATE	Office of Operations	
	Division of Technology	
Pay Schedule:	Pay Range:	FLSA STATUS: <u> x </u> Exempt <u> </u> Non exempt
		APPROVALS
<p>POSITION SUMMARY: 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. Maintains all technical aspects of the District's servers as well as the integration of said servers to the District network. Determines when server maintenance is performed, ensures that all maintenance is performed timely and properly and ensures that all changes made to the District's servers are well documented. Keeps up-to-date on the latest server technology and makes recommendations whenever the server technology needs to be updated.</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.

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.
6. Directs, develops, designs and implements new technologies and coordinates with different functional areas as required.
7. Provides security engineering and administrative oversight for the enterprise security technologies and services.
8. Identifies security technologies, which may be utilized to effectively manage or reduce organizational risks. Develops, designs and implements new security technologies as required.

9. Applies systems engineering expertise in the planning, analysis, design and implementation of application and database servers.
10. Recommends modifications, including upgrades, additions or deletions to complex server systems or services. Provides analysis and justification for recommendation, which may include operational data, feasibility, technological motivations, customer demand or need.
11. Directs and/or performs systems administration tasks for new server implementations. Provides technical supervision and leadership through the planning and implementation processes
12. Participates in the Systems Administrators community, through mailing lists, forum discussions or news groups, to keep current of any new developments.
13. Actively supports the MPS Strategic Plan
14. Performs other duties as assigned.

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

General supervision provided by the Manager, Technical Services.

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.

Oversees a staff of four FTE's

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 at least five 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:

Effective oral and written communication skills are essential. Has broad knowledge of various technical alternatives and their potential impact on the business. 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 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. Must be able to assess trends in server usage and storage. Must be able to work with a diverse population. Must be able to meet multiple deadlines with set yet varying deadlines. Experience with 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 and Dell or HP server certified are all desired qualifications.

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

General Office environment

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

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.

General office environment, must be able to handle light lifting and occasional standing, bending.

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.