JOB DESCRIPTION

PROGRAM: **Administration & Planning**

JOB TITLE: **Systems/Network Administrator**

PAY GRADE: **10**

JOB SUMMARY

Provides technical support to agency network computer systems and its users. Protects our critical systems and assets, builds solutions, implements new software and hardware, provides training, and assists in developing the overall IT strategy. Tasks include, but are not limited to, the following: maintaining hardware and software, procedures, and documentation; ensuring performance, disaster recovery, security, and monitoring of resources through problem-solving and testing. Responds to user requests pertaining to the agency's network. Maintains documentation and knowledge of network activities and trends from both an industry and an agency perspective and acts upon that knowledge. Also support end users through day-to-day operations.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable
REPORTS TO: Chief Information Officer

ESSENTIAL QUALIFICATIONS

- ❒ High school diploma or GED certificate; Associate's degree specializing in computer networked systems or related field preferred;
- ❒ Minimum of four years of experience with the following:
  - Microsoft server operating system: Microsoft networking, Active Directory management, and Group Policy Management;
  - TCP/IP networking: including DNS, DHCP, VPN, VLAN, Routing, and Firewall management;
  - Virtualization: using Microsoft Hyper-V and failover clustering;
  - Security and compliance: Patch management and access control;
  - Backup and Disaster recovery: Familiarity with backup solutions and Disaster recovery planning and testing; and,
  - Database management: Basic knowledge of SQL and MySQL administration.

GENERAL REQUIREMENTS

- ❒ Valid driver's license and reliable transportation available on a daily basis with adequate insurance coverage;
- ❒ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- ❒ Recognizing and Reporting Child Abuse training completed within 90 days of hire;
- ❒ Mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit for long periods of time, stand and walk occasionally, frequently lift and carry up to twenty pounds and occasionally forty pounds unassisted, have unrestricted use of the upper and lower body, finger dexterity, and corrected or uncorrected hearing and vision within normal ranges, and a clear speaking voice and other abilities necessary to perform

essential job functions, such as, but not limited to the following, to support personal computer and network tasks:

- o Ability to occasionally climb stairs and ladders while carrying weight limits listed above;
- o Ability to occasionally stoop, kneel, crouch, and crawl;
- o Ability to install computer equipment including, but not limited to, occasionally working underneath desks and on ladders to access ceilings which contain wiring and network equipment;
- o Ability to perform fine manipulation of electronic parts and associated tools on an occasional basis;

❐ Professional knowledge and skill levels are kept up to date in order to meet the needs of the position;

❐ Flexibility to work altered and non-traditional work schedules as assigned; and,

❐ Participation in job-related training as assigned.

SPECIFIC DUTIES

❖ Microsoft Active Directory Management:
- • Creates, modifies, and deletes users and groups;
- • Controls access to resources;
- • Configures and manages Group Policy Objects (GPOs);
- • Installs, configures, and maintains Domain controllers, DNS, and Global Catalog servers;
- • Monitors replication and ensures Active Directory Health; and,
- • Audits for unauthorized access or misconfigurations.

❖ Network Administration:
- • Configures and maintains routers, switches, and firewalls;
- • Troubleshoots network connectivity issues;
- • Configures VPNs, VLANs, and wireless networks; and,
- • Implements and enforces network security policies.

❖ Security and Compliance:
- • Ensures security policies are enforced;
- • Monitors logs for threats;
- • Conducts security audits and vulnerability assessments; and,
- • Implements data encryption and access controls.

❖ Backup and disaster recovery:
- • Configures and maintains backup solutions;
- • Develops and tests Disaster Recovery Plans; and,
- • Performs regular backups and data restorations when necessary.

❖ Entra ID/Office 365 management:
- • Manages Entra in a Hybrid environment; and,
- • Configures and enforces multi-factor authentication.

❖ User Support and Helpdesk:
- • Assists with Helpdesk tickets when necessary;
- • Assists in onboarding/offboarding employees; and,
- • Trains users on best practices for security and software usage.

❖ Configures and manages Microsoft Hyper-V failover clusters;

❖ Performs network monitoring and reporting to look for potential issues;

❖ Installs, updates, and maintains enterprise software;

❖ Maintains detailed documentation of system configurations and procedures;

- ❖ Coordinates with users any network action which impacts them;
- ❖ Coordinates outside technical, product, and customer support consultants;
- ❖ Documents and shares any technical advancements as they are created or discovered;
- ❖ Maintains a timely and accurate timesheet ledger;
- ❖ Maintains an orderly workstation environment;
- ❖ Attends conferences, seminars, and user trainings, as required; and,
- ❖ Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
  - Effective customer service principles;
  - Networking concepts;
  - Security best practices;
  - Backup and disaster recovery;
  - Network monitoring tools;
  - Hardware and infrastructure installation and maintenance; and,
  - Directory services including Active Directory and Group Policy management.
- ❖ Skill in the following:
  - Installing, configuring, and maintaining computer systems;
  - Troubleshooting; quickly identifying and fixing technical problems;
  - Deploying updates and patches;
  - Implementation of security controls; and,
  - Creation and maintenance of technical documentation.
- ❖ Ability to perform the following:
  - Handle sensitive data responsibly and ethically;
  - Communicate effectively in writing and speaking; ability to communicate effectively with individuals and groups;
  - Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
  - Identify and meet goals, objectives, outcomes, and timelines within broad parameters and work independently of direct supervision;
  - Soundly interpret and apply regulations, policies, and procedures;
  - Prioritize complex and sometimes conflicting issues;
  - Interpret written and oral information;
  - Provide recommendations and estimates regarding tasks assigned;
  - Prioritize and organize tasks to meet deadlines;
  - Build and maintain trusting relationships with team and staff;
  - Prepare, organize, and maintain accurate written records and reports;
  - Collect, organize, analyze, and process information quickly and effectively;
  - Demonstrate a high-level of attention to detail;
  - Project a positive image;
  - Work independently and in a team environment;
  - Work flexible hours; and,
  - Maintain confidentiality at all times.