

MANAGER OF SYSTEMS ADMINISTRATION

DISTINGUISHING FEATURES OF THE CLASS: This position has responsibility for supervising and managing the effective installation, configuration, operation, and maintenance of systems hardware, software, and related infrastructure. The incumbent manages the physical environment, configuration, and administration of physical and virtual server complexes. This process also includes the installation of all server operating systems and support software. Incumbents are expected to provide managerial and technical leadership to the Systems Administration team. Work is performed under the general supervision of the Chief Information Officer or the Deputy Chief Information Officer with leeway allowed the exercise of independent judgment. Supervision is exercised over the System Administration team. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises and manages the System Administration team and schedules work assignments;
Trains staff, prepares staff evaluations, and schedules staff leave for review with the Deputy Chief Information Officer;
Assists with the preparation of departmental budget as it relates to server and system administration;
Ensures that system hardware, operating systems, software systems, and related procedures adhere to established policies and procedures and industry best practices for the implementation, security, and ongoing monitoring, management, and maintenance of County systems;
Develops and maintains installation and configuration procedures;
Contributes to and maintains system standards;
Installs new or rebuilds existing servers and configures hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements;
Directs, coordinates, and assists with the installation of new or rebuilt existing servers, settings, directories, storage, etc. in accordance with the standards of project/operational requirements e
Installs and configures systems such as infrastructure applications;

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Collaborates with other IT Department staff to ensure that allocation of server resources corresponds to the application and data needs of users and user departments;
Participates in research and development to enable continuing innovation within the infrastructure;
Researches and recommends innovative or automated approaches for system administration tasks; identifies approaches that best utilize available resources;
Sets up and maintains the computer servers and reviews the need for hardware or software upgrades;
Monitors systems, verifying the integrity and availability of server hardware, server resources, systems and key processes, reviewing system and application logs and verifying completion of scheduled jobs such as backups;
Oversees and performs regular security monitoring to identify possible intrusions;
Aids in any cybersecurity incident response when and as needed;
Oversees and performs backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, and locations;
Creates procedures and supervises the process of provisioning user accounts;
Ensures that restore procedures are documented and practiced periodically;
Repairs and recovers from server hardware or software failures;
Applies operating system patches and upgrades on a regular basis, and upgrades administrative tools and utilities;
Configures or adds new services as necessary;
Upgrades and configures system software that supports infrastructure applications or applications per project or operational needs;
Maintains operational, configuration, or other procedures;
Drives consistent execution of provisioning and maintenance procedures that uphold or surpass policy standards and industry best practices;
Oversees and performs periodic performance reporting to support capacity planning;
Oversees and performs ongoing performance tuning, hardware upgrades, and resource optimization as required;
Maintains data center environmental and monitoring equipment;
Manages the physical data center facilities for light, air conditioning/heating, humidity, power, etc.;
Ensures that the data center outage procedures are practiced, including but no limited to, power failure, generator

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failure, internet outage, cybersecurity incident response, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and practices of information flow;
Thorough knowledge of accepted information technology practices;
Good knowledge of firewall management;
Good knowledge of web filtering software and hardware;
Good knowledge of current technology trends and technological developments;
Good knowledge of logical operations of data communications devices;
Good knowledge of local and wide area network administration;
Working knowledge of data processing methodology and techniques;
Ability to create a remediation plan and execute that plan fully;
Ability to install and administer server hardware, software and networks;
Ability to implement and maintain relevant policies and procedures;
Ability to communicate effectively, both orally and in writing;
Ability to understand and interpret complex technical material;
Ability to define and recommend computer enhancements or upgrades;
Ability to establish and maintain effective working relationships;
Ability to deduce problems logically.

MINIMUM QUALIFICATIONS:

- A) Possession of a Bachelor's degree or higher in computer science, management information systems, information resource management, computer engineering, or related field, and two years' experience with implementing and managing servers, physical and virtual, and network appliances ; OR
- B) Possession of an Associate Degree in Computer Science, Information Systems or related field and four years'

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experience with implementing and managing servers, physical and virtual, and network appliances; OR

- C) Graduation from high school or possession of an equivalency diploma and six years' experience with implementing and managing servers, physical and virtual, and network applications; OR
- D) An equivalent combination of training and experience as defined by the limits of A), B) and C) above.

SPECIAL NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.

***NOTE:** Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www/cs/ny/gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

BACKGROUND INVESTIGATION AND ADDITIONAL SCREENING: Each candidate is subject to a thorough background investigation to comply with the requirements related to security, data types and supported systems. A conviction at any time may bar appointment to this position, result in termination and/or require additional screening at the discretion of the employer.