



Job Title: System Administrator IV
Date: 12/15/2023
Job Type: Regular, Full-Time
Salary Range: \$58,184 – \$75,000
Reports to: IT Manager

WIT JPID: 16336114
Salary Group: B-23
FLSA Status: Exempt

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ORGANIZATION AND PURPOSE

Workforce Solutions Capital Area is a non-profit organization that connects people to jobs. We are a recognized leader in workforce development. Our reputation is built upon collaboration, accountability, and innovation.

The mission of Workforce Solutions Capital Area is to lead the region's workforce development system in support of a world-class workforce. We believe that training and education aligned to the needs of local employers are the foundation of a competitive workforce. We utilize a strategic approach to workforce development, based on analytics, to ensure that programs and services meet the needs of job seekers and employers.

GENERAL DESCRIPTION

Performs advanced computer systems administration in a network environment. Work includes maintaining the configuration, operation upkeep and maintenance of servers, workstations and Active Directory services, and reliability of systems and installing and upgrading computer components and system software.

This role requires strong technical skills, problem-solving abilities, and the ability to work collaboratively with other IT professionals. May train others. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Will work on systems servers and directory services with possibly critical consequence of error, mitigated by supervision and change management processes.

EXAMPLES OF WORK PERFORMED

- Maintains and monitors VMWare environment i.e., uptime, capacity, utilization, and general performance.
- Maintains and monitors Storage Area Network device for uptime, capacity, utilization, and access controls.
- Interfaces with users, technical teams, and vendors for maximum guidance in determining the most appropriate type of hardware installation.

- Develops and monitors appropriate security procedures to safeguard systems from physical harm and viruses, unauthorized users, and damage to data.
- Assists in, or conducts, product evaluations of upgraded or new hardware and software, identifying strengths, weaknesses, and potential benefits to the Agency.
- Assists in preparation of training courses; provides user support and training in the use of available hardware, software, and utilities.
- Performs routine backups and archival of files stored on the network to assist in recovery efforts.
- Performs administration of Windows based workstations, applications, printers, and other hardware in an Active Directory environment including group policy creation and management.
- Installing, configuring, and maintaining Windows Server operating systems and software applications.
- Configuring and monitoring server hardware and software.
- Installing, configuring, and troubleshooting server roles and services.
- Resolving system performance issues and ensuring high availability.
- Managing application user accounts, access permissions, and Active Directory.
- Implementing updates and patches for applications/server software.
- Monitoring application performance and ensuring reliability.
- Troubleshooting and resolving application-related issues.
- Documenting application-related procedures and configurations.
- Assists in Microsoft Office 365 admin center to include license provisioning, managing users, issuing software and maintain Azure AD.
- Configuring Exchange Online, SharePoint Online, and other O365 services.
- Monitoring service health and performance of O365 applications.
- Troubleshooting and resolving O365-related issues.
- Implementing security and compliance policies for O365 applications.
- Assisting users with O365-related questions and providing training.
- Assists and maintains audio/video conferencing software and equipment.
- Maintains enterprise antivirus, encryption, and data loss prevention systems.
- Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

- Bachelor's degree in related field with four (4) years full-time experience in computer administration, systems analysis, multiple operating systems (e.g., Windows 2016, 2019, Unix), topologies (i.e., Ethernet) and protocols (TCP), Wide Area Networking including IPV4, IPV6, system administration, networks, telecommunications, and/or utilizing personal computer hardware and software.
- One additional year of experience as described above may be substituted for each year (30 semester hours) of college.
- Team leadership experience a plus.
- Microsoft SharePoint experience desirable but not required.

Knowledge, Skills, and Abilities

- Operating system administration: Proficiency in administering and maintaining operating systems, including user management, permissions, system configuration, and troubleshooting. Knowledge of security hardening techniques and practices for operating systems.

- Knowledge of server and workstation systems administration in a network environment, of computer hardware and software configuration and troubleshooting, of operating systems and applications.
- Skill in Active Directory design and management, Group Policy Object development, troubleshooting and administration of; Windows Server 2016, 2019 and higher, workstation hardening and security best practices.
- Strong knowledge and experience of VMWare and Nimble storage devices.
- Knowledge and experience of backup methods and backup applications.
- Knowledge and experience of DNS and DHCP.
- Knowledge and experience of O365.
- Knowledge and familiarity with virtual environments and network storage devices.
- Skill in using analytical problem -solving, logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; in solving problems; in scheduling, testing, installing, and implementing system software; and in troubleshooting computer systems.
- Ability to recognize, analyze, and resolve complex technical issues; to analyze systems and procedures; to write and revise standards and procedures; to handle multiple projects; system administration tools; to communicate effectively; and to train others.
- Ability to think critically and propose innovative solutions.
- Vulnerability management: Familiarity with vulnerability assessment and management processes. Ability to analyze vulnerability scan results, prioritize vulnerabilities based on severity, and develop plans for remediation.
- Communication and collaboration skills: Strong communication skills to interact with stakeholders, security teams, and system administrators. Ability to effectively convey technical information.
- Patch management expertise: In-depth knowledge and experience in managing and applying patches to various operating systems (Windows, Linux, macOS) and software applications. Familiarity with patch deployment tools, vulnerability scanners, and vulnerability management frameworks.
 - Desire and initiative for continued learning.
 - Ability to organize and prioritize tasks to effectively meet deadlines.
 - Demonstrate analytic, written, and oral communications skills.
 - Good time management skills.

Registration, Certification, or Licensure

- Must possess a valid driver's license and have access to reliable transportation. Local, in-state, and/or out-of-state travel may be required.
- Must be legally eligible for employment in the United States.
- May be subject to a background check (verification of education, employment, references, credit history, and criminal background).

WORKFORCE SOLUTIONS CAPITAL AREA OFFERS A COMPREHENSIVE BENEFITS PACKAGE, INCLUDING:

- Medical, dental, and vision insurance.
- Paid life insurance (Employee/Spouse/Child), long term disability (LTD), and AD&D.
- Supplemental life insurance option (Employee/Spouse/Child).
- Medical and dependent care Flexible Spending Accounts (FSA).
- 401(k) Savings and Investment Plan with company 4% Safe Harbor Contribution.
- Flexible paid time off (accrued vacation and sick leave).

- Paid parental extended leave.
- Paid professional development budget.
- Paid Employee Assistance Program (EAP).