POSITION DESCRIPTION

TITLE	Senior Technical Programmer (System Administrator Windows)
POSITION NO.	501585
LOCATION	Warwick Campus
REPORTS TO	Manager-Systems Development
GRADE	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	May exercise supervision over Non-Classified. Classified, and Student Employees. Supervise project or task related assignments of Information Technology personnel performing duties within the Technical Support area.
LIMITATION (if applicable)	N/A
REVISION DATE	

JOB SUMMARY:

To perform system administration functions on servers including both Windows and Linux machines. Primary duties include, but not limited to email. Administration, and printer server administration, active directory administration, user administration and provisioning services. Participate in proactive projects pertaining to systems and operations.

DUTIES AND RESPONSIBILITIES:

- Perform system administration functions on centralized servers including system maintenance (e.g. que management), software installation and configuration, system configuration, file sharing and performance management on Windows and Linux/Unix servers
- Assist with printer issues relating to print server and printer management systems
- Perform day-to-day and proactive procedures on CCRI email system, including backend servers, email gateways, student O365 email, email archiving
- User provisioning, create and maintain GPO's, day-to-day and proactive Active Directory administration
- Manage configuration and performance of system and network services
- Install, upgrade and troubleshoot server hardware, operating systems, applications and system software. Perform system and application upgrades and patching as required off hours
- Analyze system and network performance, including storage devices, memory, CPU utilization and network bandwidth
- Collect and report statistics on system and network utilization
- Write, maintain, and document programs, scripts, and procedures to automate systems management functions, such as user account maintenance and performance management, system backups, software distribution, and security
- Provide specialized technical assistance in the planning and development of new projects and systems including researching and recommending new technologies, equipment, network protocols and services, and operating systems
- Participate in projects to integrate new technologies including installing, configuring, and testing new hardware and software
- Monitor system security and help maintain and improve security practices to protect data and systems and respond to automated system alerts
- Stay informed about the current state of and future advances in microcomputer hardware and operating systems, server hardware and operating systems, and system software. Adapt to and administer new technologies as they are brought into the environment
- Maintain proficiency in server administration, cloud system administration, and cloud DevOps technologies and practices
- Respond to security incidents and/or information requests for cloud services including email and identity platforms
- Use tools and scripts to perform database administration as needed
- Monitor scheduled jobs and troubleshoot failures

- Provide backup for duties of other Senior Technical Programmers and other staff members with IT-ES Operations area. Assist with daily computer operations as necessary
- Assist with operating system configuration and upgrades of desktop computers to ensure consistency across the college
- Perform system and application upgrades and patching as required off hours
- Troubleshoot server related issues as necessary
- Engage and work trouble tickets with vendors as necessary
- Work with HelpDesk to resolve day to day issues as they relate to IT operations
- Respond to technical emergencies outside of normal working hours as needed
- Other related duties as required

LICENSES, TOOLS, AND EQUIPMENT:
Computers and peripheral devices, such as printers and scanners.

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:
- Bachelor's Degree in Computer Science, MIS or a closely related field is required; or an Associate's Degree plus 4 years of significant systems administration experience is required; or Certifications in preferred technologies plus 8 years of related systems administration experience is required
- Demonstrated experience in the use, support, administration and troubleshooting of Windows Server operating systems is required; related experience in a Unix environment is preferred; experience in a higher education environment is preferred
- Demonstrated experience with Active Directory required
- Demonstrated experience performing operating system upgrades, managing multiple Windows servers and domains, and utilizing performance monitoring tools required
- Demonstrated experience with TCP/IP required; working knowledge of network equipment required
- Demonstrated capacity for self-directed learning is required
- Ability to estimate and complete tasks on target
- Excellent analytical, organizational and communication skills required
- Ability to work independently on multiple assignments and to work collaboratively within a team required
- Ability to work with and adapt to new technologies as they are brought into the environment

PREFERRED QUALIFICATIONS:
- Experience using Microsoft Exchange, Microsoft MO365, Fortimail Mail Gateway, Source One Email Archiving
- Windows Lync Server
- MWWare
- Cisco UCS Servers
- Microsoft Windows 20003, 2008, 2012 Server
- Oracle / Red Hat Linux
- Equitrac Print Management System
- Microsoft Active Directory and NTFS Security
- Microsoft ADFS Authentication services
- Microsoft FIM (Forefront Identity Manager)
- Windows Powershell Scripting
- Microsoft MO365 Hosted Services

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.