



**Classification:** Computer Information Technology Specialist (CITS) I  
Server Support Unit

**Title Code:** V08004

**Pay Range:** 30

### **POSITION SUMMARY:**

This is a professional, technical, and consultative position which will work in the support and coordination of computer information technology services and activities. An employee in this class provides technical expertise in the administrations of server software and server infrastructure. This position will serve as a lead on server support projects and often serve as a mentor to other staff members within the server support unit. Work generally focuses on the implementation and support of the server infrastructure, server operating systems and server related applications. This position will be performing technical work in advanced topics such as federated services, virtualization, server security, performance management. Work is performed under general supervision; however, the employee is expected to exercise independence in the performance of assigned responsibilities.

### **DESCRIPTION OF DUTIES PERFORMED:**

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Assists in the administration of Windows, Linux and Advanced Interactive eXecutive (AIX) servers including capacity planning, monitoring, troubleshooting and tuning.

Assists with the design and administration of virtual environments such as VMware and Hyper V to create, modify and implement virtual servers, the development of and management of virtual desktop environments.

Storage administration, space management, capacity forecasting, asset and performance management, equipment life cycle management, and troubleshooting.

Assists with the design and administration of server system applications including Active Directory, Domain Name Servers (DNS), Exchange, Content Manager, Lotus Notes, SharePoint, Team Foundation Server, WebSphere, MSSQL, IIS and various other applications.

Assists with the design and administration of server and storage hardware/technology such as blade centers, network attached storage, Internet Small Computer System Interface (iSCSI), Fibre Channel, storage area networks and storage virtualization.

Assists in the design and administration of backup and disaster recovery solutions such as Data Domains, SRM, and SDN.

Assists in the design and administration of security and monitoring applications for the server and storage infrastructure.

Documents, reviews and updates server support policies and procedures for MSHP by reviewing, interpreting and applying industry standards.

Leads server support related projects.

Performs other related work as assigned.

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**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Thorough knowledge of the principles of computer programming and systems analysis, design, testing, and documentation.

Thorough knowledge of the general operating principles and capabilities of computer hardware and software.

Thorough knowledge of or ability to learn the Criminal Justice Information Services (CJIS) Security Policy.

Through knowledge of or ability to learn the MULES system as it relates to the technical connectivity and CJIS requirements.

Considerable knowledge of software reference libraries and related utility programs.

Considerable knowledge of computer security systems and procedures.

Considerable knowledge of computer networking and telecommunications.

Considerable knowledge of computer operating systems.

Considerable knowledge of database management systems.

Working knowledge of or ability to learn the agency's automated information systems.

Working knowledge of or ability to learn the agency's functions and their interrelationships.

Working knowledge of the principles of cost benefit analysis.

Working knowledge of the principles of project management.

Working knowledge of the principles of disaster recovery.

Working knowledge of the procurement process.

Working knowledge of continuing trends and developments in computer hardware and software.

Working knowledge of various computer platforms.

Working knowledge of the information strategic planning process.

Working knowledge of the systems management process.

Working knowledge of the principals of information system audits and security testing.

Possess good organizational skills.

Possess research and analysis skills.

Ability to utilize project management tools.

Ability to prepare and interpret server-related documentation.

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Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals.

Ability to troubleshoot and resolve hardware and/or software problems.

Ability to train and assist less experienced personnel.

Ability to create and present materials for training programs.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

**MINIMUM EXPERIENCE AND EDUCATION REQUIRED:**

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possess a Bachelor's degree from an accredited four-year college or university with at least fifteen (15) credit hours in in Computer Science, Computer Information Systems, Information Technology, or related field; AND three years of experience in the areas of server administration, such as database administration, OS and application patching, active directory, email administration, backup technologies and procedures, and other concepts vital to maintaining the 24x7 operation of a critical infrastructure data center.

Preference may be given to those possessing a current certification(s) in Microsoft, Linux, Cloud Computing, Virtual Server administration and related technologies.

**NECESSARY SPECIAL REQUIREMENTS:**

Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

**FLSA STATUS:** Exempt

**WORK SCHEDULE:** An employee in this position works an eight-hour shift as directed; however, the position may involve weekend, after hours and on call work as needed.