JOB DESCRIPTION

Job Title: Network Server Specialist	**FLSA:** Exempt
Department: Information Technology	**Date Reviewed:** 5/1/2019
Security Sensitive: Yes	**Grade:** C42
Reports To: Director of Information Technology	

Job Summary

Under the general supervision of the Director of Information Technology, the Network Server Specialist is responsible for a broad range of systems, security administration, and operations in a Microsoft Windows physical and virtual environment. Other duties include monitoring of security and performance of systems, systems disaster recovery, and student and end-user support.

Essential Functions

- Ensures server performance and maintains applications on servers;
- Problem solving and documentation of current and new servers in both physical and virtual environments;
- Performs and oversees continuous system health checks, user administration, and application of patches and upgrades;
- Performs data management services, server tuning, and directory services maintenance;
- Increase reliability and enhance efficiencies by implementing enterprise tools;
- Delivers anti-virus software updates and virus protection to classrooms and user desktops via virus protection server;
- Ensures compliance to security standards, policies and guidelines across the College network;
- Provides business continuity through thorough back-up and restore procedures, and periodic testing of outage scenarios;
- Administers and maintains a Windows-based server network, with a combination of physical and virtual servers based in Hyper-V and VMWare;
- Assists in the operations and maintenance of the campus local area network;
- Third level support for desktop resolution issues, backing up the Service Desk, Desktop, and Network Technicians;
- Configures and maintains SMS Landesk alongside Desktop Support for monitoring of workstation compliance levels, applying application patches and updates, facilitating service request fulfilment, and safeguarding College and student data;
- Installs, configures, and troubleshoots group policy and Active Directory administrative templates;
- Installs, configures, troubleshoots, and maintains server-based applications running on the network including Microsoft Server 2008 – 2016, SQL Server 2008 - 2016, Microsoft IIS; and Active Directory Services 2012 and 2016;
- Coordinates and works with outside vendors to resolve problems and issues with hardware and software products used by the College;

- Provides technical support to troubleshoot network and server issues;
- Manages access to network resources including network accounts, mailboxes, etc;
- Plans, deploys, and documents new servers, printers, devices, and services;
- Assists in planning and deployment of disaster recovery procedures;
- Ensures that external and internal regulations and policies governing data management are met, including regulations concerning security, audit and privacy;
- Works with the Network/Server Administrator to continually expand and improve departmental skillset;
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;
- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

Minimum Education, Skills and Abilities

- Associate's degree in related area and a minimum of two years' experience in a networked technology environment, or an equivalent combination of education and experience;
- Skilled in latest Microsoft Windows Server technology including Server 2012 - 2016, Microsoft SQL Server 2012 – 2016, Office 365, Microsoft IIS, Microsoft Sharepoint 2012 and up;
- Demonstrated knowledge with TCP/IP, DNS, 802.1x, and DHCP protocols;
- Demonstrated knowledge with Windows and Linux Servers, Server Operations, Server applications, etc.;
- Demonstrated knowledge with both physical and virtualized servers, especially Hyper-V, VMware, and hyperconverged environments;
- Skilled in Server hardware troubleshooting and configuration;
- Demonstrated competencies with Networked Attached Storage, such as Dell EMC, QNAP, and NetApp;
- Commitment to continual development of technical skillsets and knowledge sharing;
- Experience and knowledge of Cisco and Dell network devices, firewalls and routers, etc.;
- Ability to work independently as well as part of a team;
- Demonstrated competencies with PCs and associated software;
- Must be customer service oriented;
- Ability to communicate effectively both orally and in writing;
- Must be able to respond to system outages during off-hours.
.

Work Environment

- Work primarily, but not exclusively, in a climate controlled environment with minimal safety/health hazard potential or work hazards.
- The position requires average agility, good vision, and hearing.
- Ability to lift and carry moderately heavy materials weighing up to approximately 25 to 30 pounds.
- Work may require sitting, near vision use for reading and computer use, lifting, stooping, bending, stretching, walking, standing, pushing, pulling, reaching, and other physical exertion.

Special Requirements

- Candidate must be available to be contacted and on-call at all times;
- Subject to a criminal background check prior to employment.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? _____

_____   _____
Signature   Date