



# OFFICE OF THE STATE AUDITOR

## SYSTEMS ADMINISTRATOR BOSTON

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**Posting Number 2019-51**

**SALARY RANGE (Grade 13) CSA322: \$57,011.68 - \$85,517.52 (Commensurate with experience)**

### **GENERAL STATEMENT OF DUTIES:**

The System Administrator's role is to maintain and perform enhancements to the OSA's computer servers and network systems. The Systems Administrator provides for daily monitoring, backup, support, upgrade, maintenance and optimization of the OSA's IT computing infrastructure. The OSA network consists of the Executive office, an Administration office and 4 regional locations and with total staff of approximately 250 individuals including mobile staff. In addition, the Systems Administrator works collaboratively with IT staff, contractors, vendors and with the Commonwealth's Executive Office of Technology Services and Security (EOTSS) on joint projects.

### **SUPERVISION RECEIVED:**

Receive supervision from the Assistant Director of IT - Network Operations.

### **SUPERVISION EXERCISED:**

No direct supervision exercised. Incumbent may exercise technical supervision on 1-3 contractor employees on projects or as needed basis.

### **DUTIES AND RESPONSIBILITIES:**

- Maintain, upgrade and optimize the network operating systems, software, servers and equipment.
- Perform and verify the backup and recovery of systems and servers and maintain the archival of files stored on the network.
- Provide hands-on support, IT training, and troubleshooting to all office staff for IT matters. Collaborate with the Help Desk team on incident resolution.
- Configure, monitor and respond to security events, including firewall, anti-virus/anti-malware, and intrusion detection systems.
- Administer user accounts including the addition/removal of users and mailboxes and the establishment of rights and privileges.
- Monitor the operational server and network environment and take corrective measures to ensure efficient performance.
- Perform tuning and capacity planning activities to enhance the performance and availability of computing resources.
- Support migration to new versions including network operating system, virtualization, storage, backup, and other datacenter technologies.
- Provide technical support for issues affecting server and network performance. Work with vendors as needed to restore system services and functionalities. Identify root cause of system issues and take preventative action.
- Identify and implement enhancements to network facilities using best practices.



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- Monitor and maintain the local area network (LAN) and wide area network (WAN), cable and switch installations including all network server and storage connections.
- Participate in the design of network architecture, integration, and installations.
- Assist with the planning and implementation of new technologies and improve computing capabilities as technology advances.
- Escalate to the Network Manager and the Assistant Director of Network Operations of network issues, needs, and problems.
- Create an environment of knowledge retention through documentation, trainings and demonstrations.
- Work with staff and vendors on projects such as infrastructure refreshes and equipment rollouts.

### **MINIMUM QUALIFICATIONS:**

The successful candidate will possess and/or demonstrate:

- A Bachelor's degree preferably in Information Science, or equivalent education in related field plus 2 years of hands-on work experience in a related industry OR an Associate's Degree preferably in Information Systems plus 3 years work experience in a related industry OR A combination of formal technical training and a minimum of 5 years of appropriate network experience.
- A minimum of 3 years of experience in local or wide area network work responsibilities.
- Ability to perform scheduled maintenance tasks outside of normal business hours (nights/weekends).
- Working knowledge of network facilities and data processing techniques, of personal computer hardware and software, of network operating system and security software, and of performance monitoring and capacity management tools.
- Working knowledge of cloud technologies and solutions.
- Working knowledge in Active Directory, TCP/IP, Email, Storage, Backup/Recovery, Security and Virtualization technologies.
- Excellent troubleshooting and diagnostic skills with strong attention to detail.
- High level of both oral and written communications skills including the ability to communicate complex technical information effectively to non-IT staff.

### **PREFERRED QUALIFICATIONS:**

- Certifications from security, network system and software providers such as Cisco and Microsoft including MCITP, MCSE, CompTIA Server+.
- Knowledge of the Commonwealth's Executive Office of Technology Services and Security (EOTSS) wide-area network (MAGNet), security policies and Commonwealth Enterprise systems.



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- Knowledge of MS Hyper-V, MS System Center Configuration Manager (SCCM), Cisco, Office 365 (Exchange Online, OneDrive, SharePoint), MS Azure cloud solutions (IaaS and PaaS) and DevOps.
  - Knowledge of Project Management methodologies (Waterfall and Agile).

***No Phone Calls Please:***

To apply, please submit an electronic copy of a cover letter and resume, no later than **October 1, 2019** via the MassCareers website: [Click Here](#)

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