

**Position #005116**  
**Division of Technology, Security & Data Services**  
**Bureau of Information Technology Services / IT Solutions Center Section**  
**IS Technical Services Specialist**  
**Systems Administrator**

**POSITION SUMMARY:**

Under the general supervision of the IT Solutions Center (ITSC) Supervisor, this position is responsible for providing technical and business analysis, design, consultation, and support for hardware and software services utilized by ETF. This responsibility includes working with the position's immediate Infrastructure Team Lead, the ITSC Supervisor and Bureau of Information Technology Services (BITS) managers and other team leaders in ETF and DET to provide consistent, coordinated services, and ensuring high quality services for all functions provided by the infrastructure team. In addition, this position provides coordination of service provisioning and infrastructure hosting from DET, working with the Infrastructure Team Lead to ensure ETF is following infrastructure best practices and procedures. This position provides subject matter expert technical troubleshooting to resolve system issues with project and business teams across the agency. This position integrates business needs with IT systems and development, technical solutions, upgrades, and infrastructure changes.

This position provides customer service and consulting support on a broad array of technical services and platforms and participates as a subject matter expert on projects and performs as a technical lead if identified as a subject matter expert. The incumbent will provide recommended configurations of hosted virtualized servers, security systems (firewalls and content filters), and network configurations. This position designs, manages, and configures endpoint management tools for application deployment, Windows desktops images, and patching of both the operating system and applications. It is critical for this position to function with an enterprise perspective and to work with DET, our infrastructure provider, and ETF technical staff, BITS management, and business staff on technical design and business initiatives. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

**GOALS & WORKER ACTIVITIES:**

**40% GOAL A: Provision of technical support and coordination for systems software and hardware for complex projects and the BITS technical architecture.**

- A1. Provide problem diagnosis and resolution support for new and existing systems design, configuration, and performance.
- A2. Provide oversight and direction to vendors on infrastructure service management to ensure systems are configured and maintained to appropriate service levels.
- A3. Provide expert level support and consultation on IT and business projects.
- A4. Provide technical support and coordination in the development and implementation of IT systems policies and procedures in areas such as directory design, server management, network management, backup and recovery strategies, job scheduling, server monitoring, and capacity planning, in a vendor managed services environment.
- A5. Develop standards and coordinate establishment of those standards with other units in BITS and other bureau's with-in the Division of Technology Security and Data Services.
- A6. Monitor performance of hardware and software through the gathering and analysis of statistics and information from monitoring and observability software tools.
- A7. Troubleshoot software problems, gather documentation, and work with software vendors and/or BITS staff as appropriate for problem resolution.

**25% GOAL B: Provision of installation, maintaining and tuning complex operating systems (with subsystems) software and other systems software and hardware.**

- B1. Lead agency technical support efforts on major applications with highly complex subsystems, which includes planning, product implementation and rollout.
- B2. Work with the Infrastructure Team Lead as a technical consultant for review and verification of technical feasibility and the integration of new systems and software into ETF's technical architecture. This includes complex systems that include user based front-end systems and back-end subsystems.
- B3. Maintain software packages lifecycle including installation, upgrades to new release/versions, patching, problem resolution, and maintaining software stability.
- B4. Lead the development of comprehensive technical documentation for the installation and configuration of systems and other software.
- B5. Remediate server and application security vulnerabilities in a hybrid cloud environment.

**20% GOAL C: Coordination of information technology activities with-in ETF, Enterprise/DET initiatives, and with external vendors.**

- C1. Meet with BITS management and staff to evaluate progression on tasks, identify and resolve issues, and plan for future projects and initiatives.
- C2. Provide subject matter expertise in the evaluation of current policies, procedures, methods and workflow to determine and gain insight into the rationale for the present systems. Recommend and develop modernized infrastructure solutions in coordination with our DET hosted environment and/or cloud vendors.
- C3. Participate in statewide or enterprise task forces or committees working on shared IT infrastructure system related issues.
- C4. Meet with agency customers to understand their disaster recovery (DR) requirements and recommend alternatives that relate to the enterprise shared IT infrastructure systems DR strategies.
- C5. With BITS staff, coordinate the review and evaluation of hardware and software alternatives and present new recommendations to ETF staff and management when needed to obtain acceptance of proposed improvements/changes.
- C6. Monitor actual performance against desired service levels for ETF infrastructure hosted by DET as well as service offerings ETF subscribes.
- C7. Identify business and technical problems and recommend technical solutions.
- C8. Work with BISM to develop, implement, and support security best practices and policies.

**10% GOAL D: Provide technical direction and training for applications systems and supporting systems software across multiple platforms.**

- D1. Evaluate new technologies and tools to determine if they meet IT and business requirements. This includes assessing their compatibility with existing platforms and infrastructure.
- D2. Providing guidance and recommendations to Division IT teams on best practices for system design, development, and implementation.

- D3. Collaborate with cross-functional teams, including system administrators, IT leads, project managers, and non-technical stakeholders to ensure alignment on technical requirements and priorities.
- D4. Provide technical direction for applications systems and supporting systems software across multiple platforms.
- D5. Provide information, direction, and training in systems and other software products.

**5% GOAL E: Participation in leadership activities, personal development, and special assignments.**

- E1. Carry out special assignments as directed by supervisor or lead worker.
- E2. Provide leadership of activities when the lead worker is unavailable. This includes running meetings, making assignments, and assigning priorities to those items.
- E3. Read and discuss pertinent materials to maintain awareness of the operating procedures and environment of the Division of Technology Security and Data service.
- E4. Attend conferences, seminars, and workshops to increase knowledge in information processing trends and issues, system development methodologies, productivity issues, and other applicable skills such as negotiation, communication, conflict resolution, planning, project management, leadership, and supervision.

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## **KNOWLEDGE, SKILLS, AND ABILITIES**

1. Ability to communicate clearly and effectively to both technical peers and less technical customers in person and via written media such as email, reports, and project charters.
2. Knowledge of and ability to apply IT service-delivery management best practices and procedures.
3. Knowledge supporting IP Address Management via Microsoft for DHCP, DNS, TCP/IP,.
4. Knowledge supporting IAM and Directory services such as: Microsoft Active Directory, Microsoft Entra, LDAP, DFS, Replication and Synchronization of LDAP directories.
5. Knowledge of Group Policy, Backup and Restore, Trust relationships, Active Directory sites and services.
6. Knowledge managing IAM and Directory security and account administration.
7. Knowledge of Directory technologies (for example: Partitions, Schema, Replicas, Functional Roles, Replication Services, Domain Name System (DNS), Certificate Services, Federation Services, Security Policies, Backup and Restore).
8. Participate in the development of policies and procedures. Ensure compliance of audits of the Directory environments.
9. Knowledge managing Directory security, account administration and end point management, which includes management of service accounts, permissions, passwords, delegation, configuration and the removal of stale accounts.
10. Knowledge of scripting languages such as Powershell, Visual Basic, LDAP search queries.
11. Knowledge of supporting and standardizing server configurations and software infrastructure design.
12. Hands on technical experience with the installation, maintenance, administration and monitoring of the IAM and Microsoft Directory, and Network Access Management services Software Infrastructure.
13. Knowledge of and ability to perform technology and product research, testing, installation, customization, troubleshooting and support.
14. Knowledge of the different types of and the ability to manage Microsoft Exchange objects.
15. Knowledge of Microsoft 365 solutions and management.
16. Knowledge of virtualization technologies and management of hypervisors, virtual machines and resources, e.g., disks, memory, processors and networks.
17. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
18. Ability to effectively work with and, at times, lead departmental customers, vendors, business analysts, business users, technical developers, and peers.
19. Time management, prioritization, and organization skills.
20. Knowledge/Experience of basic Telephony and IVR Call routing.
21. Experience providing oversight and direction to vendors on infrastructure service management to ensure systems are configured and maintained at appropriate service levels.
22. Experience developing policies and procedures.
23. Commitment to creating a diverse and inclusive work force.
24. Ability to maintain confidential information in accordance with policies, guidelines, and direction from manager.