

**MAJOR FUNCTION**

This is a responsible technical and administrative work in server systems, software, maintenance and security of data center computer systems. Work is performed with considerable independence under the general direction of a higher-level administrator. Work is reviewed through conferences and written reports for achievement of desired objectives.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Plans with and organizes technical staff engaged in City-wide server-based systems, storage systems, server software, and maintenance and security of data center server computing systems. Coordinates the analysis and review of hardware and system software for a data center environment. Manage and establish data center configuration and security policies, communications and maintenance schedules. Establish and maintain documentation and technical information library for data center and server operations. Monitor system performance of servers, SAN storage systems and makes recommendations to improve efficiency. Conduct reviews of systems in the technical support area and makes recommendations to management concerning the acquisition and implementation of such systems. Perform assigned and related work as required.

**Other Important Duties**

Perform assigned special projects. Serve on ad hoc teams and committees. Perform related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Thorough knowledge of troubleshooting techniques for system analysis and analytics. Knowledge of Microsoft clustering configurations. Knowledge of data center network communications, configuration techniques, principles and practices. Requires the ability to analyze data captures traces of systems and determine cause and propose solutions. Knowledge of enterprise storage systems, SAN network configurations, virtualization software and Windows/Linux server operating systems for configurations and operations. Strong knowledge of modern data center (cloud based and on-premise) applications, equipment, and the functions of multi-processing computer operations and security of such systems. Ability to plan and coordinate independently with minimal supervision. Ability to analyze a wide variety of highly technical materials and to develop appropriate recommendations without direct supervision. Ability to consult and train other server support staff in the use of datacenter hardware and technical software. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to communicate effectively, clearly, and concisely, orally and in writing.

**Minimum Training and Experience**

Possession of a bachelor's degree in information systems, computer science, or related field and three years of technical or professional experience that includes systems analysis and/or technical support; or an equivalent combination of training and experience. Two years of the required experience must have been at the Technical Support Analyst level.

**Necessary Special Requirement**

At the department director's discretion, a valid Class E State driver's license may be required.

The selected applicant must successfully complete a fingerprint-based criminal background screening. Must obtain Criminal Justice Information Systems (CJIS) certification within 30 days of employment and must maintain as a condition of continued employment.

Established: 12-22-14  
Revised: 06-20-19  
02-04-25