

TITLE:**Systems Administrator- Wintel**

This is an exempt position within the Division of Technology (DOT). This position will report to the Manger of Infrastructure and Facilities. All candidates, if not already a resident, must become a resident of Philadelphia as mandated by City Charter for employees of the City of Philadelphia. Salary is commensurate with experience and education.

RESPONSIBILITIES SUMMARY:

Under supervision of senior administrators, manage, troubleshoot and administer Windows based server systems including hardware, operating system, Active Directory and networking. Provide tier 3 windows desktop operating system support including image creation, software automation and scripting. Must be proficient in all versions of Windows operating systems and Intel based hardware. Will apply systems analysis techniques and procedures to implement hardware or system-functional specifications for assigned Wintel systems. The individual will be responsible for the day-to-day management and administration of 30 to 75 Wintel servers and serve as backup for additional servers as required. This position will require participation on project teams. This position requires will require the individual to work some non-standard work hours including nights, weekends and holidays. This position requires the individual to participate in an off hours call rotation.

TYPICAL DUTIES:

This position is responsible for administrating, configuring, testing, implementing, administering and troubleshooting all Wintel based server infrastructure hardware and associated systems in all production and disaster recovery facilities. Specific infrastructure components and technologies include:

- Windows Server Operating Systems
 - Windows 2000 Server, Windows Server 2003
 - Windows XP
- Intel Server Hardware
 - Installation & configuration automation
 - RAID 0, 1, 0+1, 5,
 - Blade Center technologies
 - KVM over IP
- Enterprise Backup Solutions
 - Commvault Galaxy or equivalent
 - IBM 3494 tape library or equivalent
- Monitoring & Systems Management
 - Microsoft Systems Management Server 2003
 - Microsoft Operations Manager (MOM)
 - Windows Server Update Services (WSUS)
 - IBM Director
 - Dell Open Manage
 - HP Insight Manager

- Other
 - Desktop image creation
 - Software package automation
 - Scripting
 - VM Ware/ MS Virtual Server
 - Symantec Anti-Virus

Additional Responsibilities:

- Create Desktop images and automate image deployment.
- Create desktop application deployment packages.
- Develop and improve operational procedures associated with Wintel infrastructure.
- Maintain documentation pertaining to Wintel infrastructure.
- Monitor availability and performance of all Wintel systems.
- Generate regular capacity planning reports.
- Implement and oversee configuration & change management items pertaining to Wintel infrastructure.
- Manage security for all Wintel systems per internal security policies.
- Provide level 2 systems troubleshooting & problem resolution for internal and external customers.
- Performs other duties as requested.

KNOWLEDGE, SKILLS, AND ABILITIES:

List of required skills:

- Excellent trouble shooting skills.
- Strong communication and interpersonal skills.
- Expert technical knowledge of Intel server hardware, Windows Server operating systems, Windows networking and related tools and utilities.
- Ability to work nonstandard hours including nights, weekends and holidays as needed.
- Good organizational skills.
- Attention to details.
- Ability to work independently.
- Reliability.
- Honesty and integrity.
- Good communication and teaming skills - Ability to prioritize tasks.

QUALIFICATIONS:

- High School Diploma or GED required. Bachelor's degree (B.S.) or above from four-year college or university in computer science or a related field desired.
- Minimum 2 years of technical experience with increasing responsibilities and technical aptitude.
- Certifications: MCSE or MCTS or MCITP and/or hardware OEM certification(s) preferred.